



## X1 Max | User Guide

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# About this guide

This guide is a complement to Quick Start Guide. The Quick Start Guide provides instructions for quick setup, while this guide provides details of each function and shows how to configure the smart phone appropriate to your needs.

When using this guide, please notice that features of the device may vary slightly depending on the model and software version you have, and on your location, language, and Internet service provider. All screenshots, images, parameters and descriptions documented in this guide are used for demonstration only.

## Conventions

In this guide, the following conventions are used:

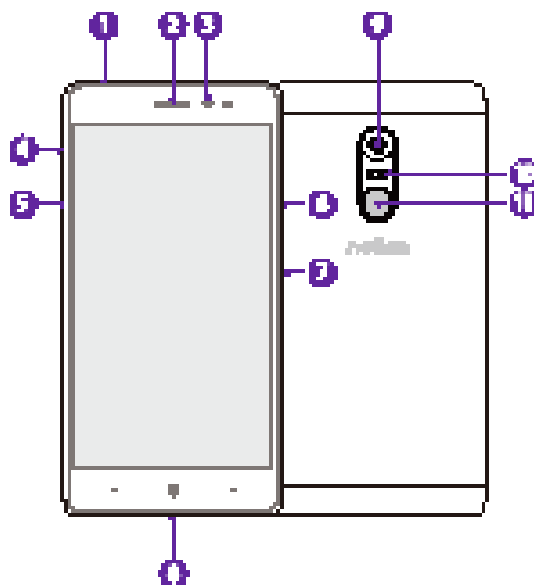
| Convention                                                                                     | Description                                                                                                                                                                                        |
|------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Smart phone/phone                                                                              | Stands for Neffos X1 MAX without any explanation.                                                                                                                                                  |
| Parameters                                                                                     | Parameters provided in the screenshots are just references for configuring the smart phone, which may be different from the actual situation. You can set the parameters according to your demand. |
| <u>Underlined</u>                                                                              | Italic and underlined words or phrases are hyperlinks. You can click to redirect to a specific section for more details.                                                                           |
| Screenshots                                                                                    | The demonstrated screenshots may look a little different from the actual UI of your smart phone due to the various firmware versions. Please just configure your phone based on the actual UI.     |
| ->                                                                                             | The menu structure which shows the path to enter the corresponding page. For example, Settings -> WLAN means the WLAN function page is under the Settings menu.                                    |
|  <b>Note:</b> | Ignoring the notes in the guide might result in a malfunction or damage to the device.                                                                                                             |

# 1 Get started

This chapter introduces the smart phone's hardware information and guides you how to assemble your phone when you get started on using your new phone.

- [Overview](#)
- [Buttons](#)
- [Put in the cards](#)
- [Initial setup](#)
- [Charge your phone](#)

## 1.1 Overview



- |                       |                                      |
|-----------------------|--------------------------------------|
| 1 Headset jack        | 7 Power button                       |
| 2 Receiver            | 8 Charging/USB port                  |
| 3 Front camera        | 9 Microphone                         |
| 4 Display/Touchscreen | 10 Rear camera                       |
| 5 MicroSD key         | 11 Fingerprint identification sensor |
| 6 Volume buttons      |                                      |

## 1.2 Buttons

The buttons you use with Neffos include virtual ones and physical ones.

### Power button

- **Lock Neffos:** Press the Power button to manually lock the screen. Locking your phone puts the display to sleep, saves the battery and prevents unmeant operations on the screen. You can still receive phone calls, text messages, alarms and notifications as well as listening to music and adjusting the volume. Neffos locks

the screen automatically in a given period of inactivity. To adjust the time, go to  **Settings** -> **Display** -> **Automatically lock**.

- **Unlock Neffos:** Press the Power button to wake the screen. For additional security, you can require a pattern, PIN, password or fingerprint to unlock your phone. Go to  **Settings** -> **Fingerprint and encryption** -> **Screen lock** to choose a safe way to unlock your phone.
- **Turn Neffos on:** Press and hold the Power button until your phone vibrates and the screen turns on.
- **Turn Neffos off:** Press and hold the Power button, then tap  **Power off**.

■ **Note:**

If your phone does not respond after holding down the Power button for 10 seconds, the battery may be empty. Connect your phone to a charger to charge the battery.

## Volume button

You can adjust the audio volume when you're on the phone or listening to songs, movies or other media. You can also use Volume button to take a picture or record a video. Refer to [Take a photo](#) and [Record a video](#) to learn more.

## Home button

Touch Home button to return to the default Home screen.

## Back button

Touch Back button to return to the previous screen or close an application. When entering text, touch Back button to close the onscreen keyboard.

You can go to **Settings** -> **Smart settings** -> **Buttons settings** to set the Back button on the left or on the right of your phone.

## Recent apps button

Touch Recent apps button to display recently used applications.

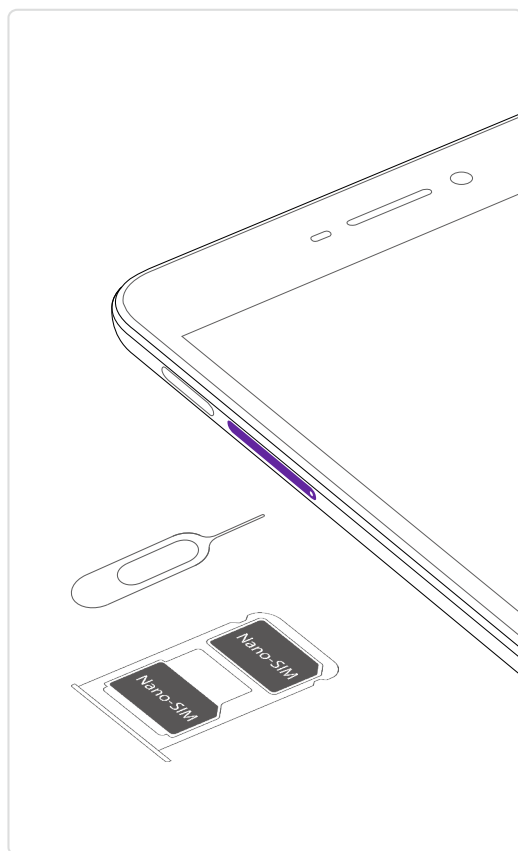
## 1.3 Put in the cards

### Insert Nano SIM cards and Nano SD card (optional)

With your phone turned off, eject the SIM card tray by inserting a paper clip or the pin provided into the hole on the tray. Place the the SIM card(s) and SD card (optional) into the tray with the gold contacts face down and then insert the tray back into the phone.

■ **Note:**

1. Your phone only supports nano-SIM cards. Contact your carrier for a new or replacement nano-SIM card. You can insert 2 nano-SIM cards, or 1 nano-SIM card and 1 micro-SD card. For more information, see [Dual SIM settings](#).
2. Please exercise caution when using the SIM ejector pin to avoid hurting your fingers or damaging your phone. Store your pin in a safe place out of the reach of children to prevent accidental swallowing or injury.



## 1.4 Initial setup

Press and hold the Power button to turn on your phone, and then follow the onscreen instructions to complete the initial setup. It is recommended to insert your SIM card before you start the initial setup.

1. Select your language, and then tap .
2. Proceed to the **Set up SIM cards** screen. Follow the onscreen instruction to select a SIM for cellular data, calls and text messages and then tap **NEXT**.
  - If you have not inserted your SIM card before the initial setup, your phone will proceed to **Insert SIM cards** in this step. Then you can insert your SIM card first. For more information, see [Put in the cards](#). If you do not want to insert your SIM card now, tap **SKIP** to move to the next step.
3. Proceed to the **Select WLAN network** screen. Your phone will automatically list available WLAN networks. Select the network you want to connect to, and then enter the password to access the Internet. (This can take up to 2 minutes.) Or you can tap **SKIP** -> **SKIP ANYWAY** and move to next step.
4. Proceed to the **Date & time** screen. Choose the desired time and then tap **NEXT**.
5. Proceed to the **Name** screen. Add your name to allow your phone to personalize some apps. Then tap **NEXT**.
6. Proceed to **Protect your phone** screen. Select a device protection feature and then follow the onscreen instructions to complete. If you don't want to set now, tap **No, thanks** and tap **SKIP** -> **SKIP ANYWAY**.
7. Proceed to **Google services** screen. The services are turned on by default. Tap **NEXT**.
8. Proceed to Terms And conditions screen. Carefully read the terms and conditions and then tap **AGREE**.
9. Setup completed. Tap **START USING YOUR PHONE**.

## 1.5 Charge your phone

Connect the device to a power outlet using the included USB cable and power adapter.

1. Connect the USB cable into the Charging port.
2. Connect the USB cable to the power adapter, then plug the power adapter into a power outlet.
3. When the battery is full, unplug the power adapter from the power outlet and remove the USB cable from your phone.

■ Note:

1. The battery is built into the phone and is not removable. Do not attempt to remove the battery yourself.
2. It is entirely normal that your phone may become warm after prolonged use or when exposed to high ambient temperatures. If your phone becomes hot to the touch, stop charging it and disable unnecessary features. Place your phone in a cool location and allow it to cool down to room temperature. Avoid prolonged contact with the surface of your phone if it becomes hot.
3. When charging your phone, only use genuine Neffos batteries, chargers, and USB cables. Third-party accessories are a potential safety hazard and may impair your phone's performance. Avoid using your phone when it is charging. Do not cover your phone or the power adapter.
4. A low battery warning will be displayed when the battery level is low. Your phone will turn off automatically when the battery is nearly empty.
5. Charging times may vary depending on the ambient temperature and the remaining battery level.

# 2 Basics

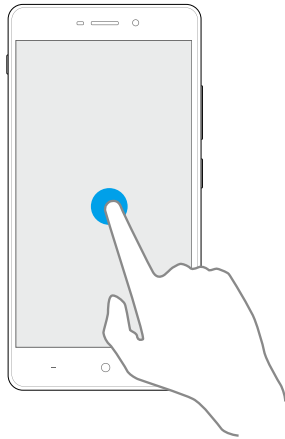
Learn about your smart phone's basic feature.

- [\*Touchscreen gestures\*](#)
- [\*Home screen\*](#)
- [\*Status icons\*](#)
- [\*Quick settings panel\*](#)
- [\*Notification panel\*](#)
- [\*Type text\*](#)
- [\*Take a screenshot\*](#)
- [\*Configure your fingerprint\*](#)
- [\*Change the theme\*](#)
- [\*Access applications\*](#)

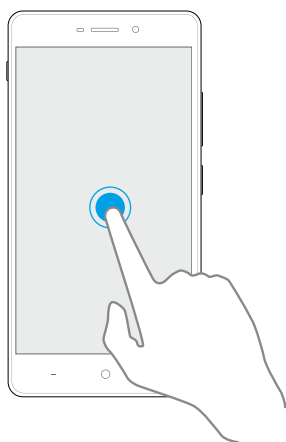
## 2.1 Touchscreen gestures

Use simple touchscreen gestures to perform a variety of tasks, such as open applications, scroll through lists, and zoom images.

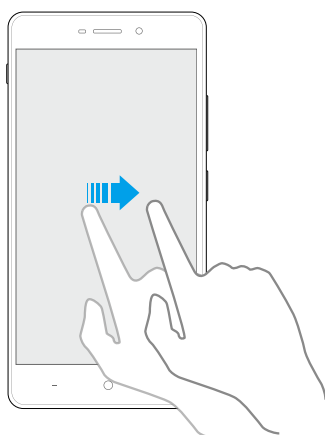
**Touch:** Simply tap an item once. For example, touch to select an option or open an application.



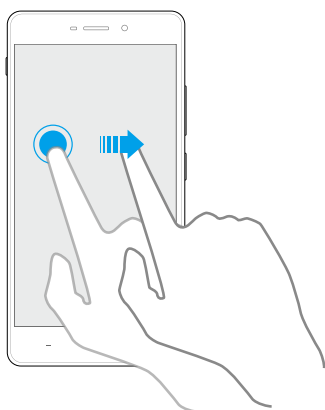
**Touch and hold:** Touch and leave your finger on the screen for 2 seconds or more to activate onscreen items. For example, touch and hold a widget on the Home screen to move it.



**Swipe:** Place your finger on the screen, and drag your finger to the direction you want. For example, in the Notifications panel, swipe left or right on a notification to dismiss it. Swipe vertically or horizontally to go to other home screens, scroll through a document, and more.

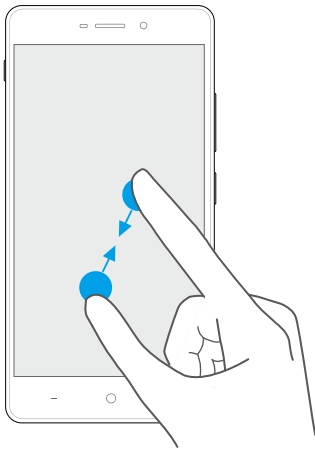


**Drag:** Touch and hold an item and then move it to another position. For example, you can rearrange applications and widgets on the Home screen.

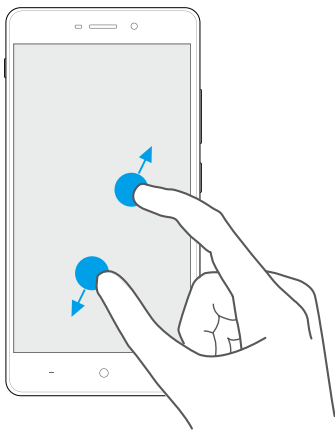


**Zoom out:** Pinch two fingers together on the screen. For example, pinch two fingers together to zoom out on a picture or a web page.



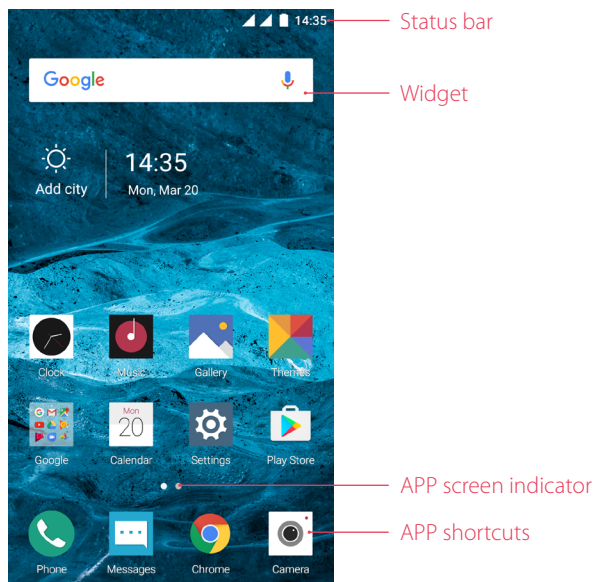


**Zoom in:** Spread two fingers apart on the screen. For example, pinch two fingers out to zoom on a picture or a web page.



## 2.2 Home screen

Your home screens are where you can find your favorite widgets and all your applications.



**Status bar:** Displays notifications and status icons.

**Widget:** Self-contained applications that run on the Home screen (not shortcuts).

**APP screen indicator:** Indicates which screen is displayed.

**APP shortcuts:** Shortcuts to your favorite applications.

## Organize applications and widgets on the Home screen

On the Home screen, pinch two fingers together or touch and hold a blank area on the screen to access the Home screen editor. You can:

- **Add a widget to the Home screen**

Add frequently used widgets to the Home screen for quick access.

1. On the Home screen, pinch two fingers together to open the Home screen editor.
2. Tap  **Widgets** and select a widget. Touch and hold the widget and drag it to a blank area on the Home screen.
3. Tap a blank area on the Home screen to quit the Home screen editor.

■ **Note:**

You must have enough space on the Home screen to add widgets. If there is not enough space, add another Home screen or free up some space.

- **Move a widget or icon**

On the Home screen, touch and hold an application icon or widget and then drag them to the desired location.

- **Delete a widget or icon**

On the Home screen, touch and hold the application or widget you want to delete and then tap  on the top left corner of the icon.

- **Create a folder**

Create Home screen folders to organize your applications by type. For example, you can create a Cameras folder that contains all of your camera applications.

1. On the Home screen, drag an icon on top of another icon to create a folder containing both applications.
2. To rename the folder, open the folder and then tap and hold the folder name to edit. You can also open the Home screen editor, touch the folder, tap **Unnamed Folder**, and then enter the folder name.

## 2.3 Status icons

The icons in the status bar at the top of the screen display information about your phone's status.

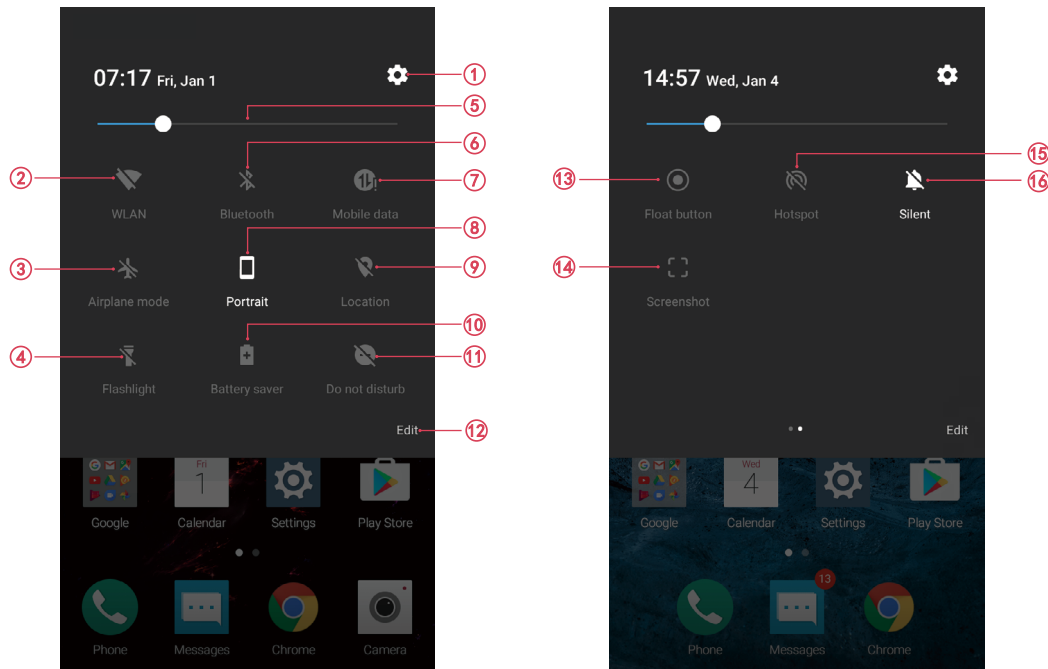
| Status icons                                                                        | Indications                       |
|-------------------------------------------------------------------------------------|-----------------------------------|
|  | Battery low                       |
|  | Charging                          |
|  | Battery full                      |
|  | Signal strength                   |
|  | No signal                         |
| G                                                                                   | Connected over GPRS               |
| 3G                                                                                  | Connected over 3G                 |
| 4G                                                                                  | Connected over LTE                |
| E                                                                                   | Connected over EDGE               |
|  | Connected to a PC using USB cable |

|                                                                                   |                                                 |
|-----------------------------------------------------------------------------------|-------------------------------------------------|
|  | Headset inserted                                |
|  | WLAN                                            |
|  | Hotspot                                         |
|  | No SIM card installed                           |
|  | Screenshots                                     |
|  | Mute mode enabled                               |
|  | Airplane mode enabled                           |
|  | Bluetooth enabled                               |
|  | Download status/Bluetooth share: received files |
|  | Uploading data/Bluetooth share: sent files      |
|  | Alarms enabled                                  |
|  | Call in progress                                |
|  | Missed calls                                    |
|  | New messages                                    |
|  | Do not disturb                                  |
|  | Battery saver                                   |

## 2.4 Quick settings panel

Swipe down from the top of any screen twice to open the Quick settings panel.

■ Note: On the Lock screen, swipe only once to open the Quick settings panel.



Touch the shortcut switches on the Quick settings panel to enable or disable the functions.

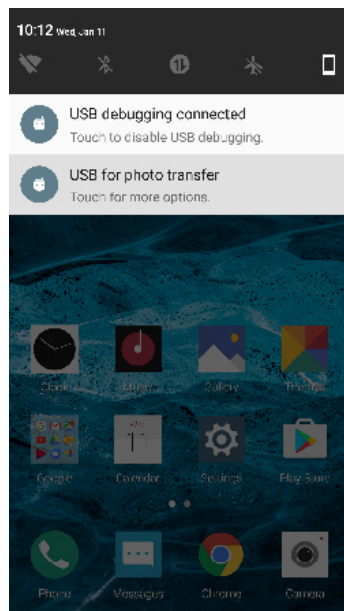
1. **Settings:** Tap to configure the settings.
2. **WLAN:** Tap to enable WLAN.
3. **Airplane mode:** Tap to enable airplane mode.
4. **Flashlight:** Tap to enable flashlight.

5. **Brightness slider:** Use this slider to adjust the brightness of the screen.
6. **Bluetooth:** Tap to enable Bluetooth.
7. **Mobile data:** Tap to enable mobile data.
8. **Rotation:** Tap to open auto-rotate which can switch the touchscreen from portrait to landscape when you rotate your phone.
9. **Location:** Tap to enable location service.
10. **Battery saver:** Tap to enable battery saver.
11. **Do not disturb:** Tap to silence your phone.
12. **Edit:** Tap to enter the edit page. You can drag the shortcut switches on the edit page to/from Quick settings panel.
13. **Float button:** Tap to enable the float button.
14. **Screenshot:** Tap to make a screenshot.
15. **Hotspot:** Tap to enable hotspot.
16. **Silent:** Tap to enable ringer mode.

## 2.5 Notification panel

Notification panel collects all the notifications and alerts so that you can review them whenever you like.

- **Open Notification panel:** Swipe down from the status bar to open the Notification panel.
- **View a notification:** Tap an item to view the details. Or swipe the notification left or right to remove it from the list. ( New notifications, such as missed calls and messages are displayed on the Lock screen. Double-tap it to view the details.)
- **Close Notification panel:** Swipe up, or press the Back button or Home button.



### Notification management

Go to  **Settings** -> **Notification manager**, select the desired application. You can:

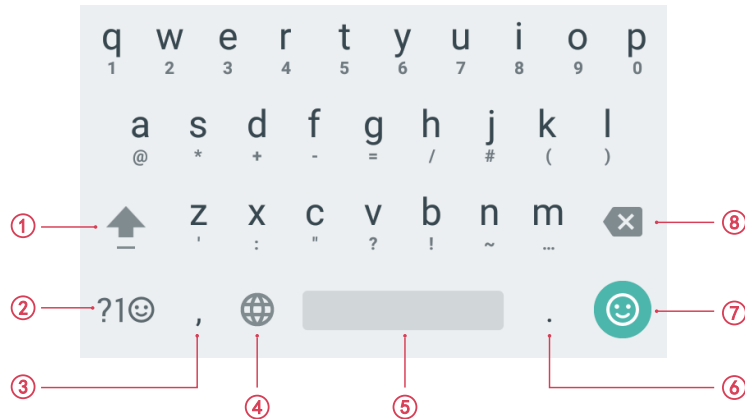
- **Allow notifications:** Turn the switch **Allow notifications** off to disable notifications for the application so as to prevent unnecessary disturbances. Turn the switch on to enable notifications for the application.
- **Treat as priority:** Let this application's notifications to be heard when Do not disturb is set to Priority only.
- **Banners:** Peek these notifications into view on the current screen.

Go to **Settings** -> **Notification manager** -> **Notifications**, you can choose whether to show all notification content, or whether to hide sensitive content, or to do not show notifications at all when the device is locked.

## 2.6 Type text

### Enter text

Use Android input method to enter text.



1. Tap , or touch  and slide to a letter to type uppercase. Double-tap  for caps lock.
2. Enter numbers, punctuations and symbols.
3. Enter a comma.  
Tap and hold to open the input options menu.
4. If you have several keyboards, you can tap  to switch to the last one you used. You can also touch and hold it to choose the keyboard you need.
5. Enter a space, or double-tap the space bar quickly to end a sentence with a period.
6. Enter a period.  
Tap and hold to enter a symbol.
7. Enter emoticon.
8. Delete the characters to the left of the cursor.

### Edit text

- **Revise text:** Tap the text to position the insertion point  and start revising.
- **Select text:** Tap and hold the text field to display the selection options(cut/copy/share/select all). Drag   to select more or less text.

### Spell checker

You can turn on the Spell checker feature to help you enter correct words.

1. Go to **Settings** -> **Language & input** -> **Spell checker**.
2. Turn the switch on.

### Switch input method

1. On the Home screen, tap **Settings** -> **Language & input** -> **Keyboard & input methods** -> **Current Keyboard**.

2. Select an input method you need.

## 2.7 Take a screenshot

Press the Power and Volume down buttons at the same time to take a screenshot.

## 2.8 Configure your fingerprint

Use the fingerprint sensor to unlock the screen, take photos and unlock apps.

### Add a fingerprint for the first time

For added security and to ensure that you can still access your data if your phone fails to recognize your fingerprint, you will need to set a backup screen lock method when configuring fingerprint unlock.

1. Go to  **Settings** -> **Fingerprint and encryption** -> **Fingerprint** -> **Fingerprint management**.
2. Select **Pattern** or **PIN** or **Password**, and then follow the onscreen instructions to set a screen lock password.
3. Once you have configured the password, tap **Add fingerprint**.
4. Place your fingertip on the fingerprint sensor. Press down lightly on the sensor until your phone vibrates. Repeat this step using different parts of your fingertip until your phone has successfully added your fingerprint.
5. Once you have added your fingerprint, tap **DONE**.

■ Note:

When recording your fingerprint, make sure the fingerprint sensor and your fingers are dry and clean.

### Add, delete or rename your fingerprint

Add multiple fingerprints to make it easier to unlock your phone. You can also delete or rename your fingerprints.

1. Go to  **Settings** -> **Fingerprint and encryption** -> **Fingerprint** -> **Fingerprint management**.
2. Enter the screen lock pattern/password/PIN.
3. In the Fingerprint list section, you can:
  - Tap **Add fingerprint** to add a new fingerprint. You can add up to five in total.
  - Tap a previously added fingerprint to rename or delete it.

### Use fingerprint to take photos or record videos

When using the camera, touch the fingerprint sensor to take a picture or record a video.

1. Go to  **Settings** -> **Fingerprint and encryption** -> **Fingerprint** -> **Tap to capture**.
2. Turn the switch on to enable the function.

### Use fingerprint to access locked applications

Use a Pattern, PIN, Password or fingerprint to lock the selected app(s) to ensure privacy.

1. Go to  **Settings** -> **Fingerprint and encryption** -> **Encryption** -> **App lock**.
2. Turn on the switch and then choose **Fingerprint** and follow the onscreen instruction. Choose the apps that you want to use fingerprint to unlock and turn the switch on. Then you will need to use your fingerprint unlock the selected apps before you can access them.

## 2.9 Change the theme

Personalize your phone's Home screen using a wide range of themes and wallpapers.

1. On the Home screen, tap  **Themes**, select a theme, and then tap **APPLY**.
2. Tap  and you can select the theme packs, wallpapers, icons, sounds, fonts, boot animations and system style.

## 2.10 Access applications

### Launch and switch between applications

- **From the Home screen:** touch an icon to launch the corresponding application.
- **From the Locked screen:** Swipe  up to launch the camera application.
- **Switch to another application:** touch the Home button to return to the Home screen, and then touch the icon of the application you want to open.

### Viewing recently used applications

Touch Recent apps button to display the list of recently used applications.

- **View more applications:** Swipe up or down on the screen to view more recently used applications.
- **Open an application:** Touch a thumbnail to open the corresponding application.
- **Close an application:** Swipe left or right on a thumbnail to close the corresponding application, or you can tap  on a thumbnail to close it.

### Uninstall applications

Free up space on your phone and boost performance by removing unused applications.

On the Home screen, tap and hold the application you want to uninstall and tap . You can also go to  **Settings** -> **Apps**, select the application you want to uninstall and touch **UNINSTALL**.

■ Note:

Some pre-installed system applications cannot be removed.

# 3 Connection

Share your phone data with others by various kinds of connections.

- [Connect to Internet](#)
- [Connect to computer](#)
- [Bluetooth](#)
- [Share your mobile data with other devices](#)

## 3.1 Connect to Internet

Connect to the Internet using WLAN or mobile data to surf the web, play games, and use instant messaging applications.

### Connect to a WLAN network

If  appears in the status bar, you are connected to a WLAN network. Neffos reconnects anytime you return to the same location.

1. Swipe down from the status bar (except for the Lock screen) twice to open the Quick settings panel.
2. Tap and hold  **WLAN** to open the WLAN settings screen.
3. Tap the switch to turn it on. A list of available WLAN networks will be displayed.
4. Select the WLAN network you want to connect to, and then enter the password if needed. (You can also turn WLAN on in  **Settings** -> **WLAN**.)

### Connect to mobile data

1. Swipe down from the status bar (except for the Lock screen) twice to open the Quick settings panel.
2. Tap and hold  to enter the cellular data settings.
3. Turn on the **Cellular data** switch. (You can also tap . When it lights up, mobile data is enabled.)

■ Note:

1. Before using mobile data, ensure that you have a data plan with your carrier.
2. If a WLAN connection to the Internet isn't available, apps and services may transfer data over your carrier's cellular network, which may result in additional fees. Contact your carrier for information about your cellular data plan rates.
3. Disable mobile data when not required in order to save battery power and reduce data usage.

## 3.2 Connect to computer

Transfer the data on your phone to your computer or transfer the data on your computer to your phone.

1. Connect your phone to a computer using a USB cable.
2. On the notification panel, tap **USB for charging**.
3. Select a USB connection mode (Charging/File transfers/Photo transfer(PTP)/MIDI) depending on your needs. (If no connection type is specified, your phone will remain in charging mode.)

## 3.3 Bluetooth

You can share data on your phone with other devices using Bluetooth.

### Enable Bluetooth and pair your phone with another device



1. Swipe down from the status bar (except for the Lock screen) twice to open the Quick settings panel.
2. Tap and hold  **Bluetooth** to enter the Bluetooth settings. Tap the switch to turn it on. Your phone will automatically list available devices. If the device you want to pair with is not displayed, check that the device is discoverable.
3. Select the device you want to pair with and follow the onscreen instructions. (You can also turn Bluetooth on in  **Settings** -> **Bluetooth**).

### Send and receive files using Bluetooth

Check that both devices are paired before attempting to transfer files.

- **Send files:** Touch and hold the file you want to send and tap  >  **Bluetooth**. Your device will automatically search for nearby devices. Select the receiving device.
- **Receive files:** When another device tries to send you files using Bluetooth, select **ACCEPT** from the dialog box that appears. Open the Notification panel to view file transfer progress. By default, received files are saved to the Bluetooth folder on your device's internal storage.

### Unpair Bluetooth devices

1. Go to  **Settings** -> **Bluetooth**.
2. Tap the  icon next to the paired device, and then tap **FORGET**.

### Rename your phone

1. On the Home screen, tap  **Settings** -> **Bluetooth**.
2. Tap the switch to turn it on.
3. Tap  -> **Rename this device**.
4. Edit the device name and tap **RENAME** to complete the settings.

## 3.4 Share your mobile data with other devices

You can share your phone's mobile Internet with other devices (such as phones, tablets, or computers). The following Internet sharing methods can be used:

### Use USB tethering

Use a USB cable to share your phone's mobile Internet with a computer. This is useful if your computer's Internet connection stops working. To enable mobile data, see [Connect to mobile data](#).

1. Connect your phone to a computer using a USB cable.
2. On the Home screen, tap  **Settings** -> **More connection settings** -> **Tethering**.
3. Tap the **USB tethering** switch to turn it on. After enabling USB tethering, your phone will display the  icon in the status bar. You can then use the computer to access the Internet.

■ Note:

Depending on your computer's operating system, you may need to install phone drivers on the computer or establish a network connection in order to use USB tethering. Please read the instructions for your operating system.

### Use WLAN hotspot

Set up a portable WLAN hotspot to share your phone's mobile Internet with other devices. Compared with Bluetooth tethering, the portable WLAN hotspot feature offers quicker, longer range connections, but power consumption is higher.

1. On the Home screen, tap  **Settings** -> **Portable hotspot**.

2. Tap the switch to turn it on.

After enabling your personal WLAN hotspot, your phone will display icon  and  in the status bar.

3. Tap **Set up WLAN hotspot** to set the hotspot name, security and password, and then tap **SAVE**.
  - **Change the hotspot name:** The **Network name** is the hotspot name. By default, this is the name of your phone model. You can manually change the name to something that is easier to remember.
  - **Change the security setting:** Tap **Security** to configure security setting. Your phone uses **WPA2 PSK** encryption by default. Other devices will require a password to connect to the hotspot. If you choose None, devices will not require a password to connect to the hotspot.
  - **Configure a password that is easy to remember:** The hotspot password is generated randomly by your phone. For security reasons, choose a password that is not easy to guess.
  - **Select a AP band:** Select 2.4GHz Band or 5GHz Band.
  - **Configure the maximum number of connections:** Touch **Maximum connections** to change the maximum number of connections. Your phone will allow up to eight users to connect to the hotspot.

■ Note:

Your device can't access the Internet using WLAN when your Portable WLAN hotspot is turned on.

### Use Bluetooth tethering

Use Bluetooth tethering to turn your phone into a wireless router and share your mobile Internet with other devices. Compared with a portable hotspot, Bluetooth tethering offers a slower Internet connection, but consumes less power.

1. Establish a Bluetooth connection between two devices and check that they are paired. For more information, see [Enable Bluetooth and pair your phone with another device](#).
2. On the Home screen, tap  **Settings** -> **More connection settings** -> **Tethering**.
3. Turn on the **Bluetooth tethering** switch to share your mobile Internet.
4. Go to  **Settings** -> **Bluetooth** and touch the device you want to connect. After enabling Bluetooth tethering, your phone will display the  icon in the status bar. Other devices can now connect and use your mobile data.

# 4 Calls

Make calls with your phone to contact one quickly.

- [Make a call](#)
- [Answer or reject a call](#)
- [Options during a call](#)
- [Call log](#)
- [Call settings](#)

## 4.1 Make a call

### Dial directly from the dialer

1. On the Home screen, tap  **Phone** -> .
2. Enter a number and tap  to dial. If you have inserted two SIM cards, select SIM1 or SIM2 to dial.

### Dial a recent number from the Dial

All incoming, outgoing and missed call are in the Dial.

1. On the Home screen, tap  **Phone** -> **Dial**, a list of recent calls will be displayed.
2. Tap a number to call. If you have inserted two SIM cards, choose SIM1 or SIM2 to dial.

■ Note:

If you want to make SIM1 or SIM 2 as the default SIM card to make calls or if you want to deactivate one of them, go to

 **Settings** -> **Dual SIM and network** to configure. For more information, see [SIM cards](#).

### Dial from contact list

1. On the Home screen, tap  **Phone** -> **Contacts**.
2. Tap a contact and then tap the number to dial. If your phone supports dual SIM cards, choose SIM1 or SIM2 to make the call.

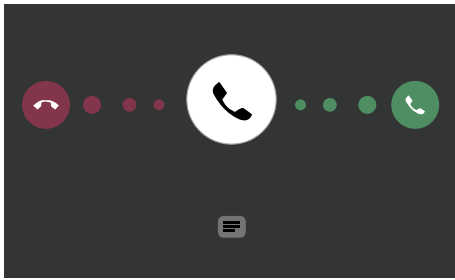
### Make an international call

1. On the Home screen, tap  **Phone** -> .
2. Tap and hold **0** to enter **+**, then enter the country or region code, area code, and phone number in sequence.
3. Tap . If you have inserted two SIM cards, choose SIM1 or SIM2 to make a call.

## 4.2 Answer or reject a call

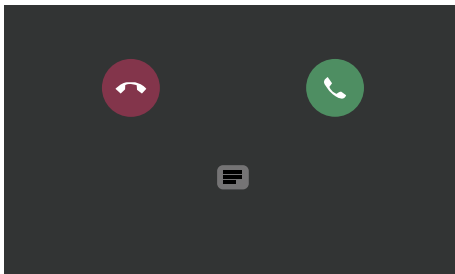
On the incoming call screen:

**When the screen is locked:**



- Drag 📞 right to answer the call.
- Drag 📞 left to reject the call.
- Touch ☰ to reject the call and send SMS.

#### When the screen is unlocked:



- Touch 📞 to answer the call.
- Touch 📞 to reject the call.
- Touch ☰ to reject the call and send SMS.

📌 Note:

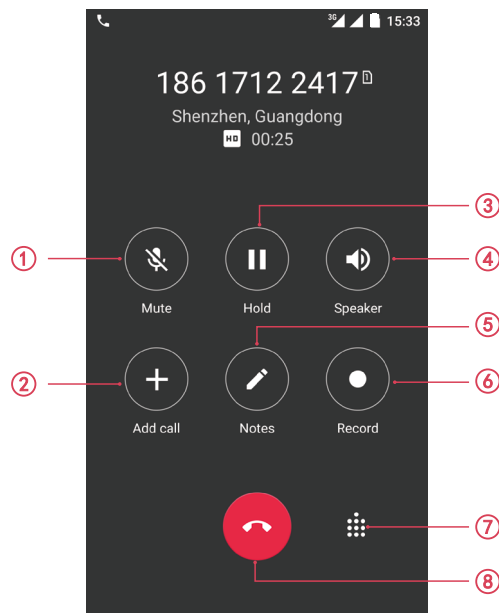
1. When a call comes in, you can press the Volume button to mute the ringtone.
2. Go to 📞 **Phone** -> ☰ -> **Settings** -> **Quick responses** to edit the predefined text messages.

## 4.3 Options during a call

Your phone provides a variety of functions that you can use during a call.

### In-call menu

During a call, your phone will display an in-call menu.



1. Mute the call.
2. Start a third-party call.
3. Place the current call on hold.
4. Enable hands-free mode.
5. Make notes during the call.
6. Record the call. (In some countries, recording during the call is illegal, so their phone may not have this feature.)
7. Open the dialer.
8. End the call.

**Hide the in-call menu:** Touch the Home button or Back button. To return to the in-call menu, slide down from the status bar to open the Notification panel and tap **Ongoing call**. To end the call, tap **HANG UP**.

### Adjust the call volume

Press the Volume buttons to increase or decrease the volume.

### Answer a third-party call

If you receive a call when already in another call, touch  to answer the call. The previous call will be holded on automatically.

■ Note:

Before using this feature, check that you have subscribed to a call hold service and enabled call waiting on your phone. For more details, contact your carrier.

## 4.4 Call log

All incoming, outgoing and missed calls are recorded in the call log. Missed calls are displayed in red.

### Add a number from the call log.

Go to  **Phone** -> **Dial** and select a number from the call log and save it to your contacts.

1. Tap  next to the number you want to add and then tap  -> **Add a contact**.

2. Tap **Create new contact**, fill in the information, and then tap .

### Clear the call log

- **Clear one call history:** Tap  next to the number you want to remove and then tap .
- **Clear the whole call log:** Tap  -> **Call History** ->  -> **Clear call history**.

## 4.5 Call settings

Go to  **Phone** ->  -> **Settings** to configure the following call settings.

- **Display options:** Choose the sort order and name format for your contacts.
- **Sounds and vibration:** Set ringtone for your SIM cards or tap the checkbox to enable **Also vibrate for calls** and **Dialpad tones**.
- **Quick responses:** Edit quick responses.
- **Calling accounts:** Configure your calling accounts and SIP settings.
- **Accessibility:** Configure the accessibility settings.

### Create a contact

1. On the Home screen, go to  **Phone** -> .
2. Enter the contact's name, phone number and other information, and then tap . You can also go to  **Contacts** ->  to add a new contact. For more information, see [Contacts](#).

■ Note:

The number of contacts you can store on your phone depends on the size of your phone's internal storage. The maximum number of SIM card contacts may vary depending on your SIM card's storage capacity.

### Harassment filter

The Harassment filter automatically blocks calls and messages from unknown or blacklisted sources.

Go to  **Phone** ->  -> **Harassment filter** to view the blocked messages and calls.

Tap  to configure the following settings.

- **Blacklist numbers:** Add harassing numbers into the blacklist.
- **Block unknown number:** Turn on the switch to block unknown numbers.
- **Block notification:** Turn on the switch to get reminders when your phone intercepts a harassing call or spam message.

# 5 Messages

Use Messages to keep in touch with your friends.

- [Type of messages](#)
- [Send messages](#)
- [Reply to messages](#)
- [Search for messages](#)
- [Manage your messages](#)
- [Message settings](#)

## 5.1 Type of messages

### Text Messages (SMS)

The Short Messaging Service (SMS) lets you send and receive text messages to and from other mobile phones.

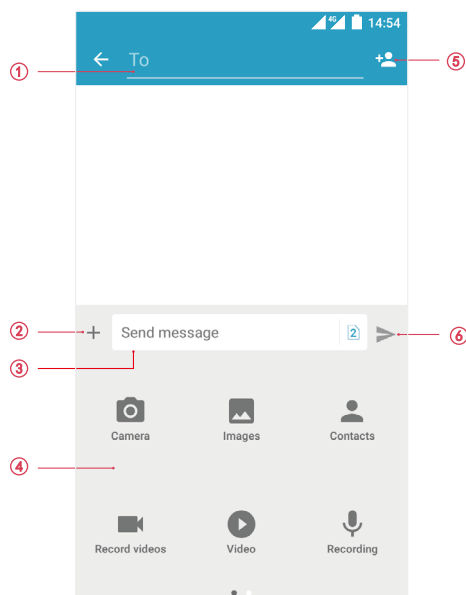
### Multimedia Messages (MMS)

The Multimedia Messaging Service (MMS) lets you send and receive multimedia messages (such as pictures, videos, and audio messages) to and from other mobile phones.

## 5.2 Send messages

Spice up your messages by adding emoticons, images, videos, music, recordings, and more.

1. On the Home screen, tap  **Messages** ->  to start a new message.
2. Select the recipient box and enter the contact name or phone number. You can also touch  to open your contact list and choose a contact or contact group.
3. Select the text field and enter your message, and then touch .



1. Recipient box

2. Add attachment
3. Text field
4. Swipe left or right to select attachment type
5. Choose recipients
6. Send out messages

### 5.3 Reply to messages

1. On the Home screen, tap  **Messages**.
2. In the list of message threads, tap a contact name or phone number to view your conversations.
3. Select the text field and enter your message, and then tap .

■ Note:

New messages will be displayed in the Notification panel. You can also touch it to compose a reply.

### 5.4 Search for messages

Use the message search feature to find messages quickly.

1. On the Home screen, tap  **Messages** -> .
2. Enter one or more keywords. The search results will be displayed underneath the search bar.

### 5.5 Manage your messages

#### Delete/copy/forward a message

1. On the Home screen, tap  **Messages**.
2. In the list of message list, touch a contact name or phone number to view your conversations.
3. Touch and hold the message, you can:
  - **Delete the message:** Tap  -> **DELETE**. Deleted messages can not be retrieved.
  - **Copy the message:** Tap  to copy the message and paste it elsewhere.
  - **Forward the message:** Tap  to forward the message to another contact.

#### Delete a conversation

1. On the Home screen, tap  **Messages**.
2. In the list of messages, tap a contact name or phone number to view your conversations.
3. Tap  -> **Delete** -> **DELETE**.

#### Block spam messages

1. On the Home screen, tap  **Messages** ->  -> **Harassment filter** to view blocked messages.
2. Tap  to configure blacklist numbers. Turn on **Block notification** switch to make your phone send a notification to remind you when a harassing call or spam message is intercepted. Blocked messages are not shown in the message list.

### 5.6 Message settings

Go to  **Messages** ->  -> **Settings**, you can:



- Cell broadcast: Tap  -> **Settings** to configure cell broadcast messages settings.

# 6 Music and video

Use Music to enjoy music stored on Neffos.

- [Listen to music](#)
- [Playback screen](#)
- [Play a video](#)

## 6.1 Listen to music

On the Home screen, tap  **Music** -> **Songs** and tap the song you want to play.

### Add songs to your phone

Before you can listen to your music, you need to copy your songs onto your phone. To add songs to your phone, you can:

- Download songs from the Internet.
- Copy songs from your computer using the USB cable. For more information, see [Connect to computer](#).
- Copy songs with Bluetooth. For more information, see [Send and receive files using Bluetooth](#).

### Create a playlist

1. Go to  **Music** -> **Playlists**, tap  **New playlist**.
2. Enter a name for the new playlist and tap **SAVE**.
3. Check the box to choose the songs you want to add into the new playlist and then tap .

### Play a playlist

1. Go to  **Music** -> **Playlists**.
2. Select the desired playlist, and then touch a song to start playback, or touch **Shuffle all** to shuffle all songs.

### Music equalizer

1. Go to  **Music** -> .
2. Turn the **Equalizer** switch to choose a number of equalizer settings.

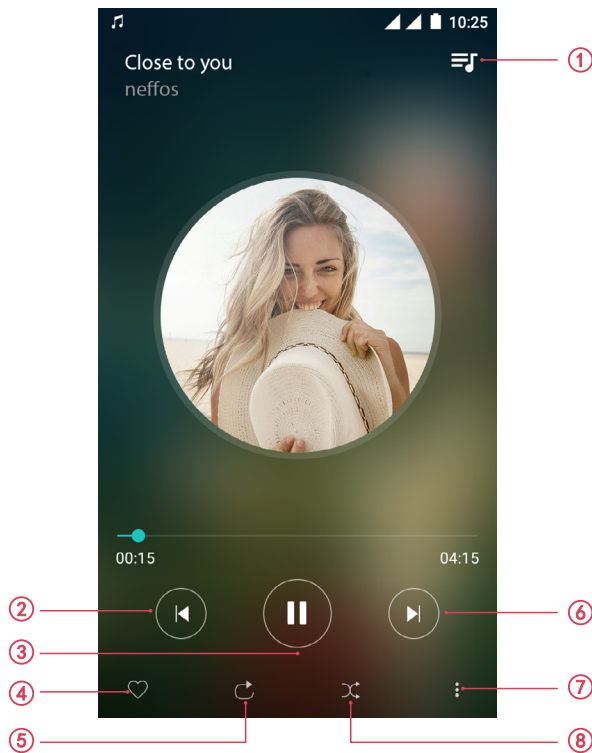
### Search for local music

Search with a keyword to find your music files quickly.

1. Go to  **Music** -> .
2. Enter a keyword to find your desired music.

## 6.2 Playback screen

Touch the song that is playing to enter the playback screen. Swipe left or right to switch songs.



1. Playlist.
2. Play the previous song or go back to the beginning.
3. Pause the song.
4. Add song to favorites.
5. Change playback mode.
6. Play the next song.
7. Menu.
8. Random mode.

### Use your phone during playback screen

When a song is playing, touch the Home button to exit the music playback screen without stopping the song. To return to the music playback screen, open the notification panel and touch the song that is playing.

### Control playback using headset

When smart headset control is enabled, you can use the buttons on a headset to control playback without turning on the screen. (Not all headsets are compatible with your phone.)

- **Volume up button:** Press once to increase the volume.
- **Pause button:** Press once to pause or resume playback.
- **Volume down button:** Press once to decrease the volume.

## 6.3 Play a video

On the Home screen, go to  **Videos**, touch the video you want to play. Tap  to pause the video playback.

### Use your phone during video playback

- Swipe left or right to rewind or fast-forward the video.
- Swipe up or down on the left side of the screen to adjust the screen brightness.
- Swipe up or down on the right side of the screen to adjust the volume.

# 7

## Camera and gallery

Use multiple features of your camera to capture your precious moments.

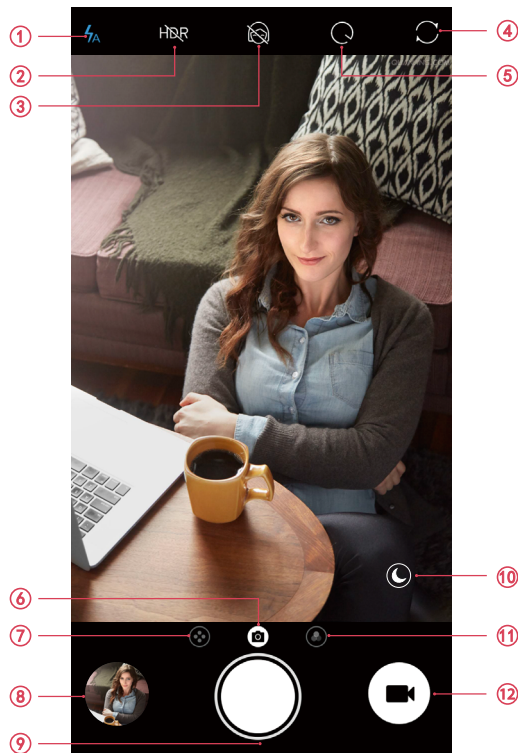
- [Camera at a glance](#)
- [Take a photo](#)
- [Record a video](#)
- [Shooting modes](#)
- [Camera and video settings](#)
- [Gallery](#)

### 7.1 Camera at a glance

#### Launch your camera

- On the Home screen: Tap  **Camera**.
- On the Lock screen: Just swipe  up.

#### Camera home screen



1. Flash mode.
2. HDR mode.
3. Beauty mode. For more information, see [Shooting modes](#).
4. Switch between the back camera and front camera.
5. Take a timed photo. It is also available for the front camera.
6. Camera mode.

7. Swipe right on the screen to change shooting modes or configure the camera settings. For more information, see [Shooting modes](#) and [Camera and video settings](#).
8. View images or videos you have taken.
9. Take a photo. For more information, see [Take a photo](#).
10. Night mode. For more information, see [Shooting modes](#).
11. Swipe left on the screen to apply a filter.
12. Record a video. For more information, see [Record a video](#).

## 7.2 Take a photo

1. Tap  to choose the camera mode, frame the scene you want to capture, touch any part of the screen to focus on the corresponding area. (You can adjust the exposure on the slider beside the focus frame. Lock the exposure and focus by touch and hold the screen.) To adjust the focal length, pinch two fingers together or spread them apart on the screen.
2. Tap  or press the Volume button to take a photo.
3. Tap  to switch between the front camera and back camera.

■ Note:

You can also use burst mode to take continuous photos.

1. Tap and hold the  or Volume button when taking a photo, you can take continuous photos.
2. Go to  **Gallery** -> **Ablums** -> **Burst**, select a desired photo and tap **Select** on the screen, then you can view all the photos.

## 7.3 Record a video

1. Tap  to switch to Video mode, and then tap  or press the Volume button to start a video recording. Touch the screen to focus on an object or area during recording. (You can adjust the exposure on the slider beside the focus frame. Lock the exposure and focus by touch and hold the screen.) Touch  on the screen during recording to save the current scene as a photo.
2. Tap  to stop and save recording.

## 7.4 Shooting modes

Your camera provides several photo and video modes for different shooting scenarios. Swipe right on the screen to change the capture mode.

**Camera(Auto):** Your phone is set to use camera mode by default. You can also tap  **Camera**, swipe right on the screen and choose **CAMERA** mode.

**Panorama:** Use this mode to take wide-angle shots.

- 1) Tap  **Camera**, swipe right on the screen and choose **PANORAMA**.
- 2) Select a suitable location and hold your phone steady, and then tap  to start shooting.
- 3) Follow the onscreen instructions to take the photo. Slowly move your camera from left to right, ensuring that the arrow stays level with the center line.
- 4) Tap  to stop recording. The camera automatically stitches the photos together to create one panoramic photograph.

**Slow-motion:** Record videos in slow motion to enjoy fast moving scenes in detail, such as falling water droplets or dance moves.

- 1) Tap  **Camera**, swipe right on the screen and choose **SLOW-MOTION**.

- 2) Tap  to start a video recording. Touch the screen to focus on an object or area during recording.
- 3) Tap  to end the recording.

**Time-lapse:** Make an accelerated video of a slow-changing scene. For example, you can record the opening of a flower or the movement of clouds.

- 1) Tap  **Camera**, swipe right on the screen and choose **TIME-LAPSE**. (You can also use Time-lapse mode for the front camera. Just tap  to switch to the front camera.)
- 2) Tap  to start a video recording. Touch the screen to focus on an object or area during recording.
- 3) Tap  to end the recording.

**HDR:** Use HDR mode to help you get great shots in high-contrast situations.

- 1) Tap  **Camera**, tap  to turn it on.
- 2) Hold your phone steady and then tap  to take a photo.

**Beauty:** Use beauty mode for stunning selfies and younger, smoother-looking skin.

- 1) Tap  **Camera**, tap  to turn it on.
- 2) Drag the slider to adjust the beauty level.
- 3) Frame the scene you want to capture, and then tap . The camera will automatically detect each face in the photo and apply the beauty settings.

**Night mode:** Night mode improves the quality of images taken at night and in low-light conditions by accentuating the detail of darker areas to produce brighter, more colorful images.

- 1) When you frame a scene in a low-light condition,  appears automatically on the screen.
- 2) Tap  to turn it on. Frame the scene and then tap .

■ Note:

Panorama mode, slow-motion mode, night mode are not available for the front camera.

## 7.5 Camera and video settings

Tap  **Camera**, swipe right on the screen and tap  to configure the following camera settings.

**Save the location:** Save the location where the photo was taken.

- 1) Turn the switch on and then take a photo.
- 2) Go to  **Gallery**, select the photo and tap  -> **Details** -> **Location** to view the location information.

**Grids:** If Grids is turned on, composition of pictures is more convenient.

**Photo size:** Set photo size of back camera and front camera.

**Video quality:** Set video quality of back camera and front camera.

**Time-lapse interval:** Set time-lapse interval, such as 1/2/5/10 seconds.

**Screen off snapshot:** On the locked screen, you can press the Volume down button twice in quick succession to take a photo. Due to the rapid capture time, the image quality may decrease for night-time or close-up shots. Choose a location with ample light and shoot from a suitable distance. The feature is not available during music playback or when your phone has less than 2% battery power remaining. Flash mode is not available when your phone has less than 5% power remaining.

## 7.6 Gallery

**View photos and videos**

You can view the following photos and videos in  **Gallery**:

- Photos and videos shot with the camera.
- Photos and videos that your friends shared with you.

- Photos and videos synced from your computer.
- Photos and videos saved from messages, emails, or websites, as well as screenshots.

**View photos in chronological order:** On the Home screen, tap  **Gallery**, go to the **Photos** tab. Photos and videos are automatically displayed in chronological order.

**View photos by album:** Go to the **Albums** tab to view photos and videos sort by albums. Photos and videos are automatically added to the default folders, such as Burst, Screenshot, Panorama, Selfie, Video and so on. For example, if you take a selfie, you can go to Selfie album to find your photos.

## Manage photos and videos

Go to  **Gallery**, select a photo or a video and you can:

- **Share:** Tap , choose a sharing method and follow the onscreen instructions to share your files.
- **Edit:** Tap  to edit the photo. (The feature is only available for photos in JPG/JPEG, BMP or PNG format.) For more information, see [Edit an image](#).
- **Save as favorites:** Tap  and the photo will be saved in the **Favorites** album.
- **Delete:** Tap  to delete the selected files. (You can also tap and hold a photo and tap  to delete.)

Tap and hold a photo and you can:

- **Share:** Tap , choose a sharing method and follow the onscreen instructions to share your files.
- **Delete:** Tap  to delete the selected files.
- **Save picture as:** You can set the selected picture as wallpaper or contact photo and more by tapping  -> **Save picture as**.
- **Details:** Tap  -> **Details** to view more information about the selected photo, such as file size, focal length and more.

## Edit an image

The Gallery application comes with powerful image editing tools that you can use to bring your photos to life. Select an image you want to edit and tap .

- Tap  and you can:
  - **Crop an image:** Tap  and drag the dotted edges to crop the image to the desired size, then tap . You can tap  to choose a proportion.
  - **Straighten an image:** Tag  to make a slight adjustment to the angle of the photo and crop the excess part of the photo to maintain the original aspect ratio.
  - **Rotate an image:** Tag  to adjust the angle of rotation.
  - **Add mirror effect:** Tag  to create a mirror image of the photo.
- Tap  and you can add a filter.
- Tap  and you can adjust image parameters to make your image look more vivid.



# 8

## Calendar

Use Camera to capture your precious moments.

- [Use the calendar](#)
- [Calendar settings](#)

### 8.1 Use the calendar

#### View the calendar

1. On the Home screen, tap  **Calendar**.
2. Tap  to select Year, Month, Day or Agenda to zoom in or out your calendar. In Day view, pinch to zoom in or out.

#### Create an event

1. On the Home screen, tap  **Calendar**.
2. Tap  to create an event.
3. Follow the onscreen instructions to fill in the event details and then tap  when finished.
  - **Title:** Tap the **Title** field and enter a title for the event.
  - **Time:** Tap to choose the time for the event.
  - **Repetition:** Configure the repetition settings.
  - **Add reminder:** Add a reminder at time of event or before the event.
  - **Location:** Enter the location of the event.
  - **Description:** Add more details to the event.

#### Edit/delete an event

1. On the Home screen, tap  **Calendar** and tap the event you want to edit or delete.
2. Tap  to start editing or tap  to delete the event.

### 8.2 Calendar settings

On the Home screen, tap  **Calendar** ->  -> **Settings**.

#### Calendars to display

View all your calendar accounts.

#### Calendar view setting

- **Use home time zone:** Turn on the switch to display calendars and events in your home time zone when travelling.
- **Home time zone:** Tap to set the home time zone. Before setting this, turn on the **Use home time zone** switch.

# 9 Clock

In the Clock application, you can add alarms, view world times, use the stopwatch and timer features.

- [Alarm](#)
- [Worldclock](#)
- [Stopwatch](#)
- [Timer](#)

## 9.1 Alarm

On the Home screen, tap  **Clock** ->  **Alarm**, you can:

- **Create an alarm:**
  - 1) Tap , choose a time for the alarm.
  - 2) Configure the alarm settings and tap  to save.
- **Enable or disable an alarm:** Tap the switch next to the alarm to enable or disable the alarm.
- **Delete an alarm:** Tap and hold the alarm you want to delete and then tap . (You can also tap the alarm you want to delete and tap **DELETE**.)
- **Snooze for 5 minutes:** Tap **SNOOZE** on the pop-up notification panel, then the alarm will go off again after 5 minutes.
- **Mute an alarm:** Press the Volume down button.

## 9.2 Worldclock

Check the time in various cities around the world using Worldclock.

1. On the Home screen, tap  **Clock** ->  **Worldclock** -> .
2. Select a city from the list or tap  and enter a city name. The time of the chosen city will display on the worldclock screen.
3. If you want to remove the time of a city, tap and hold the time and then tap  -> **OK**.

## 9.3 Stopwatch

You can use stopwatch to keep time or record lap times.

1. On the Home screen, tap  **Clock** ->  **Stopwatch**.
2. Tap  to start timing.  
While timing, Tap  to count laps. Lap data will be displayed on the screen.
3. Tap  to pause the stopwatch.
4. Tap  to resume the stopwatch or tap  to clear the stopwatch records and restart.

## 9.4 Timer

Set a timer to count down and alert you when time's up.

1. On the Home screen, tap  **Clock** ->  **Timer**.
2. Turn the wheel to set the countdown time and then tap  to start the timer.  
When the timer is counting, tap  to pause the countdown. Tap  to continue or tap  to reset the count down.
3. When the timer goes off, tap **OK** on the pop-up prompts to silence the ringtone.

# 10 Browser

Use your phone browser to surf the Internet and find out all that you are curious about.

- [Go to a webpage](#)
- [Browser tabs](#)
- [Browser settings](#)

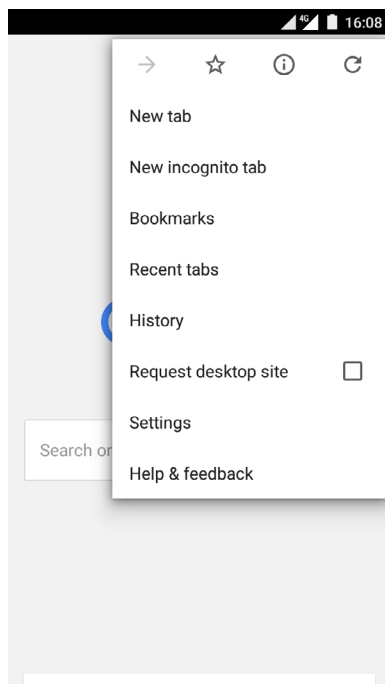
## 10.1 Go to a webpage

### View a webpage

1. On the Home screen, tap  **Chrome**, then tap the address bar and enter the web address you want to visit.
2. Tap .

### Do more options about the web page

Tap  and choose the options that you want to configure.



- [New tab](#): Open a new tab.
- [New incognito tab](#): Open a new incognito tab.
- [Bookmarks](#): View your bookmarks.
- [Recent tabs](#): View the recent visited tabs.
- [History](#): View your browsing history.
- [Request desktop site](#): Check the option to turn the page to a desktop site.
- [Settings](#): Configure the browser settings.
- [Help & feedback](#): Search for help or send your feedback.

## 10.2 Browser tabs

You can view multiple pages simultaneously using tabs. Tap the icon  and all the pages will be displayed. The number on the icon means the current number of the web pages.

### Open a tab

On the Home screen, tap  **Chrome** ->  -> **New tab**.

### Close a tab

1. Tap the icon  and choose the tab you want to close.
2. Drag the tab left or right to close the tab. (You can also tap  to close the tab.)

## 10.3 Browser settings

Go to  **Chrome** ->  -> **Settings** to configure the browser settings.

### Basic settings

- **Search engine:** Choose a search engine.
- **Auto forms:** Turn on the switch to enable autofill forms. You can also add addresses and credit cards.
- **Save passwords:** Turn on the switch to enable saved passwords.

### Advanced settings

- **Privacy:** Configure the settings about privacy.
- **Accessibility:** Configure the text scaling and force enable zoom.
- **Site settings:** Configure the site settings.
- **Data Saver:** Turn on the switch to enable the data saver.
- **About Chrome:** Tap to know about the application version, operating system and legal information.

# 11 File Manager

Access files stored on your device (including AUDIO, VIDEO IMAGE, DOCUMENT, COMPRESS and APP).

- [View files](#)
- [Manage files](#)
- [Share files](#)

## 11.1 View files

On the Home screen, tap  **File Manager**. Files are organized into six categories (AUDIO, VIDEO, IMAGE, DOCUMENT, COMPRESS, APP). Tap a category to view the relevant files.

### Search files

Use the search feature to find files quickly.

Go to  **File Manager** -> , enter the file name or keywords. Search result will be displayed below the search bar.

### Sort files

Use the sort feature to arrange your files by type, name, size, or date.

Go to  **File Manager** -> **Internal storage** -> .

Select a sorting type to sort files by type, name, size, or date as desired.

## 11.2 Manage files

### Create a folder

1. Go to  **File Manager** -> **Internal storage** -> .
2. Enter the name of the new folder and tap **OK**.

### Rename a folder

1. Go to  **File Manager** -> **Internal storage**.
2. Tap and hold the folder you want to rename, then tap  -> **Rename**.
3. Enter a new name and tap **OK**.

### Edit a file

1. Go to  **File Manager** -> **Internal storage**.
2. Select a folder and then touch and hold the files you want to copy, move, or delete. You can:
  - [Copy files to a destination folder](#): Tap  -> **Copy**, select a destination folder, and then tap **Paste**.
  - [Move files to a destination folder](#): Tap , select a destination folder, and then tap **Paste**.
  - [Delete files](#): Tap  -> **YES**.
  - [Share files](#): Tap , choose a sharing method and follow the onscreen instructions to share your files.

■ Note:

When you touch and hold a folder or file, you can select multiple folders and files at a time.

## 11.3 Share files

Files can be shared and managed on mobile phones and computers connected to the same local area network.

Before sharing files, make sure that your computer supports the network neighborhood feature.

1. Connect the computer and your phone to the same WLAN network. For more information on connecting your phone to a WLAN network, see [Connect to a WLAN network](#).
2. On your phone, go to  **File Manager** -> **Share File** and tap **Enable file sharing**.
3. On your computer, enter the IP address shown on your phone screen into the address bar of **My computer**. Then you can access the files on your phone. Tap **Disable file sharing** when you want to stop sharing files with your computer.

# 12 Weather

Use Weather to check the current weather and multi-day forecast for your location and many other cities around the world.

- [Check the weather](#)
- [Weather settings](#)

## 12.1 Check the weather

### Add a city

Add multiple cities to the weather application so that you can keep track of the weather in cities of interest to you.

1. On the Home screen, tap  **Weather**.
2. Enter a city name in the **City** field and a list of cities will be displayed on the screen.
3. Tap the city you want to add and you will see the weather information about the city. You can add more cities by tapping  ->  and then enter the city name. After adding two or more cities, slide left or right on the screen to view the weather information of different cities.

### Remove a city

Tap  **Weather** ->  to log into the City list.

Swipe left or right of the city to remove the city you don't need.

## 12.2 Weather settings

Tap  **Weather** ->  ->  to configure the weather settings.

- **Temperature units:** Tap to choose °C or °F as the temperature unit.
- **Auto refresh:** Turn the switch on to make the phone auto refresh the weather information.
- **Refresh interval:** Tap to set the refresh interval.



# 13 Notes

Use Notes to record important information to save and view at a later time.

- [Compose a note](#)
- [Note options](#)

## 13.1 Compose a note

1. On the Home screen, tap  **Notes** ->  and begin composing your new note.
2. When finishing composing, tap  to save the note.

## 13.2 Note options

### Edit a note

1. On the Home screen, tap  **Notes**, select the note you want to edit and tap the edit area to start editing.
  - [Add pictures](#): Tap  to select a picture from your gallery or tap  to take a picture.
  - [Add checklists](#): Tap  to add checklist in the note.
2. Tap  and you can:
  - [Share](#): Select one application to share the note.
  - [Saved as picture](#): Save the note as a picture saved in  **Gallery** -> **ALBUMS** -> **MyNotes**.
  - [Modify a group](#): Save the note into one of the group. You can also tap **Add a group** to save the note in a new group.
  - [Delete](#): Delete the note. (You can also go to  **Notes**, tap and hold the note you want to delete and tap .)
3. When you finish editing, tap  to save the note.

### Delete all the notes

On the Home screen, tap  **Notes**, touch and hold a note, select all the notes, and then tap  -> **OK**.

### Group management

On the Home screen, tap  **Notes** ->  ->  to manage groups. You can add or delete groups here.

- [Add a group](#): Tap  **Add group**, enter a new group name and then tap **OK**.
- [Delete a group](#): Tap  -> **DELETE**.

### Add to favourites

On the Home screen, tap  **Notes**, tap the note you want to add to favorites and then tap , then it will turn , which means that the note has been already saved in Favorites.

### Edit a note during a call

Tap  **Notes** to edit notes during a call and then tap **SAVE**.

Open  **Notes** to view the notes. (You can also find your note in  -> **Call**.)

# 14 Google™

Enjoy the applications from Google.

## **Google™**

Google indexes billions of web pages so that you can search for the information you desire through the use of keywords and operators.

## **Gmail™**

Gmail, a free webmail service provided by Google.

## **Google Maps™**

Google Maps helps you find your current location, get directions, and other location-based information. To use Maps, you should enable location services first.

## **YouTube™**

Use YouTube to share and view videos.

## **Google Drive™**

Use Drive to open, view, rename, and share your Google Docs and files.

## **Google Play Music™**

With Google Play Music, you can play music from local file or copied from your computer.

## **Google Play Movies & TV™**

Watch movies and TV shows purchased from Google Play. You can stream them instantly, or download them for viewing when you're not connected to the Internet. You can also view videos in local storage.

## **Google Duo™**

Experience faster and more reliable calls whether you are on WLAN or on-the-go with Google Duo, a one-to-one video calling app for everyone—designed to be simple, reliable and fun, so you never miss a moment.

## **Google Photos™**

Use Google Photos to back up your photos and videos in the Google cloud.

## **Google Voice Search™**

Use Voice commands to search for the information you desire.

# 15 Tools

Use Tools to enjoy more features of your phone.

- [Sound Recorder](#)
- [FM Radio](#)
- [Calculator](#)
- [Downloads](#)
- [Contacts](#)
- [Feedback](#)
- [SIM Toolkit](#)
- [Compass](#)

## 15.1 Sound Recorder

You can use the Sound Recorder application to record sound in a variety of different scenarios, such as meetings, interviews, or your own voice.

### Make a record

1. On the Home screen, tap **Tools** ->  **Sound Recorder**.
2. Tap  to start recording. In order to ensure optimum recording quality, place your phone on a flat surface and do not cover the microphone.
3. When recording, tap  to pause, tap  to add a tag.
4. Tap  to name, delete or save the sound record.

### Play a record

1. On the Home screen, tap **Tools** ->  **Sound Recorder**.
2. Tap , select the recording file you want to play.
3. When playing a record, you can also tap  to add a tag. You can also tap the tag to make the record start from the time on the tag.

### Choose a format

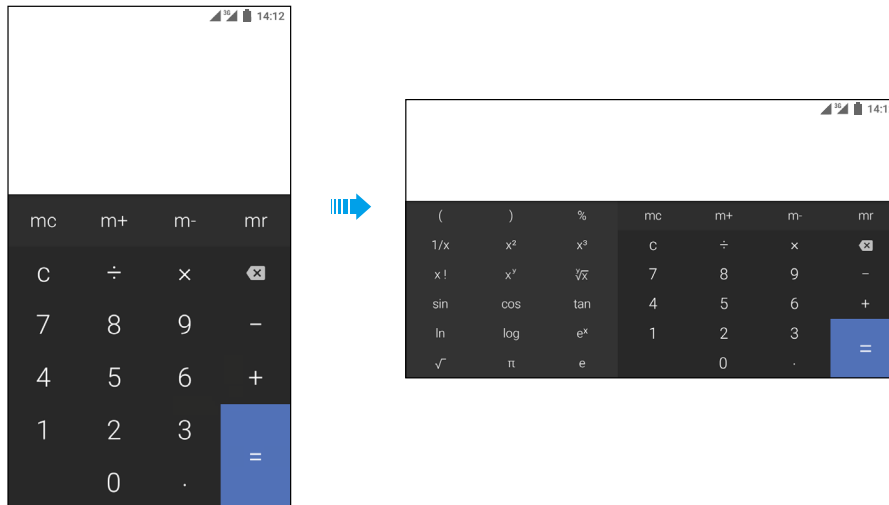
1. On the Home screen, tap **Tools** ->  **Sound Recorder**.
2. Tap  -> **Format** to choose **AMR** or **WAV** format.

## 15.2 FM Radio

1. Connect a headset to the phone.
2. On the Home screen, tap **Tools** ->  **FM Radio**.
3. Tap  to scan stations, tap  to play the next station, tap  to play the previous station.
4. Tap  to choose Speaker mode or set auto-off time.

## 15.3 Calculator

1. On the Home screen, tap **Tools** ->  **Calculator**. Rotate the screen orientation to switch between the standard and scientific calculators. (Ensure that you have turn on the **Auto-rotate** feature on the Quick settings panel before you want to switch between the standard and scientific calculator.)
2. Tap numbers and use the arithmetic feature to complete an operation.



## 15.4 Downloads

On the Home screen, tap **Tools** ->  **Downloads** to view the downloaded and downloading information.

## 15.5 Contacts

On the Home screen, tap **Tools** ->  **Contacts**.

### Create contacts

For more information, see [Create a contact](#).

### Delete contacts

Go to  **Contacts**, tap a contact you want to delete and tap  -> **Delete**. (You can also tap and hold the contact you want to delete and tap .)

### Import or export contacts

Your phone supports .vcf contact files. VCF is a standard file format for storing contact information, including names, addresses, and phone numbers.

Go to  **Contacts** ->  -> **Import/export**. You can:

- [Import contacts from a storage device](#)
  - 1) Tap **Import from storage device**.
  - 2) Select one vcf file.
- [Import contacts from a SIM card](#)
  - 1) Tap **Import from SIM1** or **Import from SIM2**.
  - 2) Select the contacts you want to import.
- [Export contacts from a storage device](#)

- 1) Tap **Export from storage device**.
- **Export contacts from a SIM card**
  - 1) Tap **Export to SIM1 or Export to SIM2**.

### Manage contacts

After creating a contact, you can edit their contact information at any time. This includes adding or deleting default information such as phone numbers or email addresses. You can also choose a custom ringtone or add more options, such as a birthday, nickname, or photo.

1. Go to  **Contacts** and then tap the contact you want to edit.
2. Tap  and start editing. Touch the contact's photo, and then select **Take photo** or **Choose photo**. After entering the new information, tap . The contact's photo will be displayed when the contact calls you. Other contact information such as company name and job title will also be displayed.

### Add a contact to your favorites

You can add frequently-contacted people to your favorites to make them easier to find.

Go to  **Contacts**, tap the contact you want to add to your favorites, and then tap ☆. You can tap ★ to remove the contact from your favorites.

### Contact groups

Organize friends and family into different groups. You can send text messages or emails to everyone in a group.

1. Tap  **Contacts** -> **Groups** -> .
2. Enter a group name and then tap  to select the group members and tap **OK** ->  **Done**.

■ Note:

You can select a group and tap  to delete or edit a group.

## 15.6 Feedback

1. On the Home screen, tap **Tools** ->  **Feedback**.
2. Enter your feedback and then tap **Submit**.

## 15.7 SIM Toolkit

1. On the Home screen, tap **Tools** ->  **SIM Toolkit**.
2. Choose SIM 1 or SIM 2 to check the SIM card details.

## 15.8 Compass

1. On the Home screen, swipe down from the status bar to open the Quick settings panel and tap  **Location**. (If it is turned on already, move to step 2.)
2. Tap **Tools** ->  **Compass**.

# 16 Settings

This chapter contains the following sections.

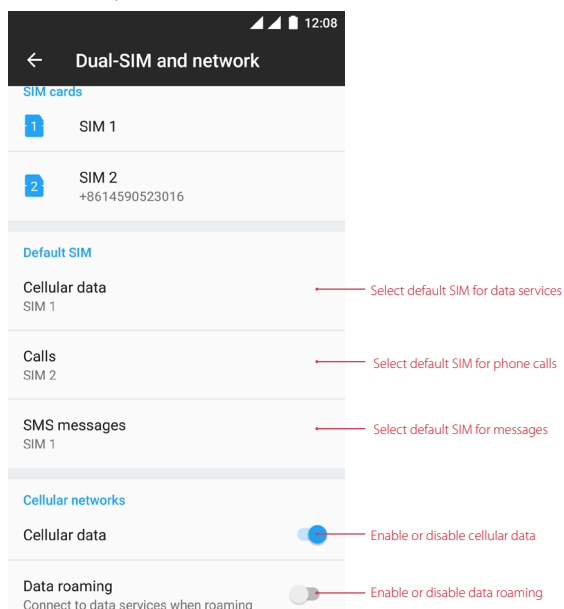
- [SIM cards](#)
- [Airplane mode](#)
- [Display](#)
- [Sounds and vibration](#)
- [Storage](#)
- [Battery](#)
- [Apps](#)
- [Float button](#)
- [Location](#)
- [Accounts](#)
- [Language and input](#)
- [Backup and reset](#)
- [System updates](#)
- [Date and time](#)
- [Accessibility](#)
- [About phone](#)

## 16.1 SIM cards

### Dual SIM settings

When two SIM cards are inserted, only one SIM card can be set as the 4G/3G/2G SIM. The other SIM card slot only supports 2G networks. You can also configure the default card for mobile data, phone calls and SMS messages according to your monthly plan.

1. Go to  **Settings** -> **Dual-SIM and network**.
2. Choose the preferred SIM for cellular data, calls or SMS messages.



■ Note:

1. You can configure whether you want to select a SIM card manually or use the default SIM card each time you make a call. If you choose to use the default SIM card, your phone will use that SIM card for all outgoing calls.

## 16.2 Airplane mode

Wireless devices may interfere with an airplane's flight system. Power off your phone or switch to airplane mode when you are on a flight.

After you enable airplane mode, all of your phone's network features will be disabled. You will not be able to make or receive calls, use mobile data, Bluetooth or WLAN. However, you will still be able to play music, watch videos, and use applications that do not require an Internet connection. When airplane mode is on, ✈️ is displayed in the status bar.

Use one of the following methods to enable or disable airplane mode:

- Go to  **Settings** -> **More connection settings** and then turn the **Airplane mode** switch on.
- Swipe down from the status bar( except for the Lock screen) twice to open the Quick settings panel, and then tap ✈️ **Airplane mode** to turn it on.
- Press and hold the Power button, and then tap **Airplane mode**.

## 16.3 Display

Configure the display settings to personalize your phone. For example, you can change the wallpaper, font size, and screen-off time.

1. On the Home screen, tap  **Settings** -> **Display**.
2. You can configure the following settings.
  - **Brightness level**: Your phone will automatically adjust the screen brightness according to the ambient brightness. You can also use the brightness slider to manually adjust the brightness.
  - **Adaptive brightness**: Tap to enable optimizing brightness level for available light.
  - **Color temperature**: Adjust the color temperature for images displayed on your phone. Select a warmer color temperature for a softer look and a cooler color temperature for a sharper image. Use the slider to manually adjust the color temperature.
  - **Wallpaper**: Set the lock screen and Home screen wallpapers. You can also go to  **Themes** ->  -> **Wallpapers** to set the screen papers.
  - **LED indicator**: If Notification indicator is enabled, the status indicator will blink when you receive notifications. If Charging indicator is enabled, the status indicator will be on when your phone is charging.
  - **Font size**: Set the font size.
  - **Automatically lock**: Make the phone lock automatically after a certain time of inactivity.
  - **Auto-rotate screen**: If this option is enabled, your screen's orientation will switch automatically depending on how you hold your phone when performing certain operations, such as browsing a web page, viewing a picture, or writing a message.
  - **Cast**: Share your phone screen with other devices.

## 16.4 Sounds and vibration

Change the incoming call and message ringtones or set the system alert sound and vibration effects.

1. On the Home screen, tap  **Settings** -> **Sounds and vibration**.
2. You can configure the following settings.

- **Volume:** Adjust the ringtone, media and alarm volume.
- **Vibrate:** If **Also vibrate for calls** is enabled, your phone will vibrate when receiving incoming calls. If **Vibrate on silent** is enabled, your phone will vibrate without sounds.
- **Ringtones & notification tones:** Select ringtone for SIM1 and SIM2. Choose a preset ringtone as the notification tone for messages, emails and other notifications.
- **System:** Touch the switches to enable or disable dial pad touch tones, lock sounds, touch sounds and vibrate on touch.

## 16.5 Storage

Check that there is enough space on your phone's internal storage or microSD card before downloading update packages or large files.

Go to  **Settings** -> **Storage** to view available storage information.

## 16.6 Battery

1. On the Home screen, tap  **Settings** -> **Battery**.
2. Configure the following settings to better use your battery feature. You can tap **Battery saver** to choose a power saving mode for your phone.

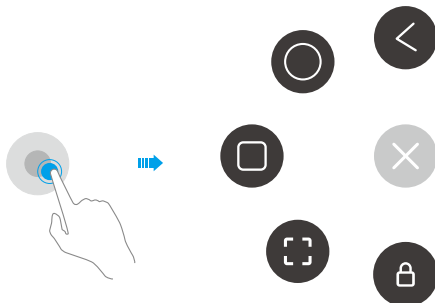
## 16.7 Apps

1. On the Home screen, tap  **Settings**.
2. Tap **Apps** to view all the apps including the installed and running apps.

## 16.8 Float button

The Float button gives you access to a number of frequently-used options and features, such as the back key, home key, and one-touch optimization. You can move the floating button around the screen for easy one-hand use.

1. Go to  **Settings** -> **Device** -> **More** -> **Smart settings** -> **FloatButton** and turn the switch on.
2. Once enabled, the Float button  will be shown on all screens except the Lock screen and Notification panel. Touch  to expand the Float button menu.



3. From the menu, you can:
  - Tap  to return to the previous screen.
  - Tap  to return to the Home screen.
  - Tap  to display the list of recently used applications.
  - Tap  to take a screenshot.



- Tap  to lock the screen.
- Tap  to collapse the menu.

## 16.9 Location

Enable location-based services to ensure that map, navigation, and weather applications can access your location information.

1. Go to  **Settings** -> **Location**.
2. Tap the switch to enable the location services.
3. Tap **Mode** to select the location mode.
  - **High accuracy**: Use GPS, WLAN, Bluetooth, or cellular networks to determine location. Enable this option for highly accurate positioning.
  - **Battery saving**: Use WLAN, Bluetooth, or cellular networks to determine location. Enable this option for reduced power consumption and longer standby times.
  - **Device only**: Use GPS to determine location. Enable this option to reduce mobile data usage.

## 16.10 Accounts

When you use your phone for the first time, you can set up a connection with your existing account or create a new account.

### Add an account

1. Go to  **settings** -> **Accounts**.
2. Tap **Add account**.
3. Select an account type, and then follow the onscreen instructions to enter your account information.

### Delete an account

1. Go to  **settings** -> **Accounts** and then select the account type.
2. Select the account that you want to delete, and then tap  -> **Remove account** to delete it.

### Synchronize accounts

Enable the sync feature to keep all of your phone's data up-to-date and prevent data loss. You can sync emails, contacts, and other data from your old phone or computer. The type of data that can be synced depends on the account type. Some applications may not support syncing for all data types.

The example below illustrates how to sync data for an email account.

1. Go to  **settings** -> **Accounts**.
2. Tap  and check the **Auto-sync data** box turn it on.
3. Select an account type, and then select the account you want to sync with your phone. Then it will automatically sync data.

## 16.11 Language and input

Manage your phone's language and input settings.

### Change the system language

1. Go to  **Settings** -> **Language & input**.

2. Tap **Language** and select the desired language from the list.

## 16.12 Backup and reset

Backups help ensure that you never lose your data. You can back up app data, WLAN passwords and other settings to Google servers.

### Back up your data

1. Go to  **Settings** -> **Backup & reset** -> **Backup and restore** -> **Back up my data**.
2. Tap **Back up my data**, turn the switch on.
3. Go back to the previous page and you can back up account or turn the **Automatic restore** switch to make your phone restore backed up settings and data when reinstalling an app.

### Restore factory settings

Restore your phone to its factory settings if it crashes or is slow to respond.

Back up important data on your phone before restoring factory settings. For more information, see Using the Backup application to back up and restore data. Restoring factory settings will erase all personal data from your phone's internal storage, including your Google account, system and app data and settings, download apps, music, photos and other user data.

1. Go to  **Settings** -> **Backup & reset** -> **Factory data reset**.
2. Tap **RESET PHONE** to restore your phone to factory settings. Your phone will restart automatically when the process is complete.

## 16.13 System updates

Update your phone's system to the latest version to enhance performance.

1. Go to  **Settings** -> **System updates**. You can see your phone's version number on this interface.
2. Tap **Check for update**.

■ Note:

1. Using unauthorized third-party software to update your phone may render your phone unusable or put your personal information at risk. Always update through your phone's online update feature or send your phone to a nearby authorized Neffos service center for assistance.
2. Your personal data will not be erased during a system update unless you have installed an incompatible app. It is better to back up important data before updating your phone.
3. When updating, ensure that your phone has at least 30% battery power remaining.
4. After updating, you may find that some third-party applications are incompatible with your system, such as Internet banking applications and games. This is because it takes a while for third-party application developers to release updates for new Android releases. Please wait until a new version of the application is released.
5. You can also check your phone's version number in  **Settings** -> **About phone** -> **Build number**.

## 16.14 Date and time

1. Go to  **Settings** -> **Date & time** to configure the settings.
2. You can set the following options:
  - **Automatic date & time**: Choose to use network-provided time or GPS-provided time.
  - **Automatic time zone**: Turn the switch on to use the network-provided time zone.
  - **Use 24-hour format**: Turn the switch on to use 24-hour format.

- **Week starts on:** Choose the day a week starts on.

## 16.15 Accessibility

Accessibility features make it easier for users with impaired vision or hearing to use their phone.

### TalkBack

TalkBack is an accessibility feature designed for visually impaired users. It provides audible prompts to help you operate your phone. Once it is enabled, your phone will issue audible prompts for all content that you touch, select, or enable. Please enable with caution.

- **Enable or disable TalkBack**

- 1) Go to  **Settings** -> **More** -> **Smart settings** -> **Accessibility**.
- 2) Tap **TalkBack** and turn the switch on, and then tap **OK** to enable TalkBack. The audible tutorial will be started automatically when you enable TalkBack for the first time. If you need to play the tutorial again, touch **SETTINGS**, and then select **Launch TalkBack tutorial**.
- 3) Tap **SETTINGS**, and then turn **Explore by touch** on. Your phone will not issue audible prompts for the content that you touch unless you turn on **Explore by touch**.
- 4) Disable TalkBack by tapping the switch until the green outline is around it, then double-tapping it. Do the same interaction for the resulting confirmation dialog.

- **Use TalkBack to control your phone**

After you have enabled TalkBack, use gestures to:

- 1) Browse the screen: Use two fingers to swipe the screen (instead of one). Swipe up or down with two fingers to scroll through menu lists. Swipe left or right to move between screens.
- 2) Select an item: Touch an item with one finger to select it (it will not open). The phone will read out the content of the selected item.
- 3) Open an item: Double touch any part of the screen using one finger to confirm your selection from the previous step. For example, if you want to open  **Weather**, two steps are required: Tap the Weather icon  once using one finger, and then touch twice on any part of the screen.

- **Configure the TalkBack settings**

TalkBack settings can be customized to suit your individual needs.

- 1) On the TalkBack screen, tap **SETTINGS** on the top right corner of the screen.
- 2) You can adjust the speech volume, text-to-speech settings, control gestures, and more.

- **Captions**

TalkBack displays captions for hearing-impaired users.

- 1) Go to  **Settings** -> **More** -> **Smart settings** -> **Accessibility** -> **Captions**.
- 2) Tap Captions and turn the switch on, and then configure the language, text size and caption style.

### Magnification gestures

Use magnification gestures to zoom in on a specific area. (The keyboard and the navigation bar cannot be magnified.)

1. Go to  **Settings** -> **More** -> **Smart settings** -> **Accessibility**.
2. Tap **Magnification gestures** and turn the switch on.
  - **Zoom in:** Touch the screen three times in quick succession to zoom in. Touch the screen three times again to zoom back out. Magnification gestures will still be enabled when you touch the screen three times. Turn off the Magnification gestures switch to disable magnification gestures. While zoom in, you can:
    - 1) **Browse a magnified area:** Swipe the screen using two or more fingers.

- 2) **Adjust the zoom level:** Pinch two or more fingers together or spread them apart. To zoom in, spread your fingers apart. Pinch your fingers together to zoom back out.
- **Zoom in temporarily:** Touch the screen three times in quick succession and hold your finger on the screen. Keep your finger on the screen and swipe to browse a magnified area. Release your finger to zoom back out.

#### Use the Power button to end a call

1. Go to  **Settings** -> **More** -> **Smart settings** -> **Accessibility**.
2. Turn on the **Power button ends a call** switch. Once you have enabled this feature, press the Power button to end a call.

#### Adjusting the screen response time

1. Go to  **Settings** -> **More** -> **Smart settings** -> **Accessibility**.
2. Tap **Touch & hold delay** and then select the desired delay time: Short/Medium/Long.

#### Color correction

Color correction mode adjusts colors to make it easier for color vision impaired users to distinguish between different parts of the screen.

■ Note:

Enable this mode with caution, as it may affect your phone's battery.

1. Go to  **Settings** -> **More** -> **Smart settings** -> **Accessibility**.
2. Tap **Color correction** and then turn on the switch.
3. Tap **Correction mode** and select a correction mode.

## 16.16 About phone

View your phone's specifications in a few simple steps. You can view information about your phone's status, model, baseband version and so on.

Go to  **Settings** -> **About phone**. Swipe up or down on the screen to view information about the IMEI information, SIM status, model number, build number and more.

# Appendix A: Specifications

| Specifications  |                                                                                                                                                      |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Size and Weight | Height: 152.8mm<br>Width: 76mm<br>Depth: 7.85mm<br>Weight:148g                                                                                       |
| Color           | Cloudy Grey/Sunrise Gold                                                                                                                             |
| Display         | 5.5inches,FHD(1920*1080)<br>403.4PPI<br>IPS                                                                                                          |
| CPU             | MTK Helio P10 MT6755<br>4*Cortex-A53 2.0GHz + 4*Cortex-A53 1.2GHz<br>ARM mali-T860MP2 728MHz                                                         |
| Memory          | RAM+ROM: 3GB RAM +32GB ROM<br>RAM+ROM: 4GB RAM +64GB ROM                                                                                             |
| External Memory | Micro SD Card (up to 128 GB)                                                                                                                         |
| Camera          | Front 5 Mega-pixel<br>Rear 13 Mega-pixel, PDAF                                                                                                       |
| Network         | FDD-LTE Cat4<br>(up to 150Mbps DL / 50Mbps UL)<br>HSPA+<br>(up to 21Mbps DL / 11.5Mbps UL)<br>DC-HSPA+<br>(up to 42Mbps DL / 11.5Mbps UL)            |
| Sensors         | Fingerprint Sensor, Hall Sensor, Compass, Gyroscope Sensor, Accelerometer, Ambient Light Sensor, Proximity Sensor                                    |
| Audio           | Audio formats:<br>MP3,AAC,WAV,M4A,OGG,OGA,AMR,AWB,FLAC,MID,MIDI,XMF,IMY,RTTTL,RTX,OTA,MP4,3GP<br>Dual MIC                                            |
| Video           | Video formats:<br>M4V,MP4,MOV,AVI,3GP,3G2,FLV,MKV,WEBM                                                                                               |
| Connectivity    | Wi-Fi 802.11a/b/g/n, 2.4GHz, 5GHz<br>Bluetooth: 4.1<br>Dual Nano SIM Cards (Dual SIM Dual Standby)<br>SIM1 Support 2G/3G/4G<br>SIM2 Support 2G/3G/4G |

| Specifications      |                                                                                                                                                                                             |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Network Standard    | FDD-LTE/WCDMA/GSM<br>TP903A:<br>FDD-LTE: band(1/3/5/7/8/20)<br>WCDMA: band (1/5/8)<br>GSM: band (2/3/5/8)<br>TP903C:<br>FDD-LTE: band(2/4/7/28)<br>WCDMA: band (2/4/5)<br>GSM: band (2/3/5) |
| Location Technology | GPS/A-GPS, GLONASS                                                                                                                                                                          |
| Cloud Service       | Supported                                                                                                                                                                                   |
| Operation System    | Android 6.0                                                                                                                                                                                 |
| Battery             | 3000mAh                                                                                                                                                                                     |
| In the box          | Neffos X1 Max<br>Charger<br>USB Cable<br>Quick Start Guide, Warranty Card<br>Earphones                                                                                                      |

# Appendix B: Technical Support

Contact our technical support if you have any questions related to this product.

| Countries/Regions   |                      | Support                                                                                                                                                                                                                                                                       |
|---------------------|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Global              |                      | Tel: +86 755 26504400 (English Service)<br>Fee: Depending on rate of different carriers, IDD.<br>E-mail: support@neffos.com(English Service)<br>Service Time: 24 hours a day, 7 days a week.                                                                                  |
| Europe              | Germany              | Tel: +49 1806-633367 (englischsprachig)<br>Fee: abhängig vom jeweiligen Telefonanbieter<br>E-mail: support.de@neffos.com (englischsprachig)<br>Service Time: Mon-Fr 8: 00-17: 00; 20ct/Anruf aus dem dt. Festnetz                                                             |
|                     | France               | Tel: +33 (0)5 63 21 27 41<br>E-mail: support.fr@neffos.com                                                                                                                                                                                                                    |
|                     | Portugal             | Tel: +351 213 470 492<br>E-mail: suporte.pt@neffos.com<br>Service Time: dias úteis das 9h00 às 13h e das 14h às 18h                                                                                                                                                           |
|                     | Italy                | Tel: +390221116579<br>E-mail: support.it@neffos.com<br>Service Time: 9:00 AM to 1:00PM & 2:00PM to 6:00PM, Monday to Friday.                                                                                                                                                  |
|                     | Poland               | Tel: +48 (0) 801 002 228; +48 22 360 63 90<br>E-mail: support.pl@neffos.com<br>Service Time: 9:00AM to 5:00PM, Monday to Friday.                                                                                                                                              |
|                     | Russia               | Tel: 8 (495) 228-55-60 (Moscow and the Moscow Region)<br>8 (800) 250-55-60 (free call from any region of the Russian Federation)<br>E-mail: support.ru@neffos.com<br>Service Time: 10:00 - 18:00 (GMT+3), Monday to Friday.<br>*Except for holidays in the Russian Federation |
|                     | Spain                | Tel: 902 060 365<br>E-mail: soporte.es@neffos.com<br>Service Time: 9:00AM to 7:00PM, Monday to Thursday 9:00AM to 5:00PM, Friday (*Except Spanish Bank holidays) August, 8:00AM to 4:00PM, Monday to Friday.                                                                  |
|                     | Turkey               | Tel: +90 (850) 222 00 15<br>E-mail: support.tr@neffos.com                                                                                                                                                                                                                     |
| Middle East& Africa | Ukrain               | Tel: 0 (800) 505-508<br>E-mail: support.ua@neffos.com<br>Service Time: 10:00AM to 10:00PM, working day, Monday to Friday.                                                                                                                                                     |
|                     | United Arab Emirates | Tel: +971-4-3966356(Arabic & English)<br>E-mail: support.mea@neffos.com<br>Service Time: 8:30 - 22:30                                                                                                                                                                         |
|                     | Iran                 | Tel: +98 2189 395<br>E-mail: support.ir@neffos.com<br>Service Time: 09:00am to 17:00pm                                                                                                                                                                                        |

| Countries/Regions |           | Support                                                                                                                                                                                                                                                                                           |
|-------------------|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Asia-pacific      | India     | Toll Free:1800 2094 168<br>E-mail:support.in@neffos.com<br>Service Time:10:00AM to 6:00PM, Monday to Saturday.                                                                                                                                                                                    |
|                   | Indonesia | Local No.: (+62) 021 63861936<br>E-mail: support.id@neffos.com<br>Service Time: 09:00AM to 12:00AM & 01:00PM to 06:00PM, Monday to Friday.                                                                                                                                                        |
|                   | Malaysia  | Tel: + 60 (3) 2141 4358 (Mon-Sun, 10.30am-8.00pm)<br>E-mail: support.my@neffos.com<br>Service Time: 24 hours a day, 7 days a week                                                                                                                                                                 |
|                   | Singapore | Local No.: +65 62840493<br>E-mail: support.sg@neffos.com<br>Service Time: 24 hours a day, 7 days a week                                                                                                                                                                                           |
|                   | Thailand  | Tel: +66 2 440 0029 (Depending on rate of different carriers)<br>E-mail:support.th@neffos.com<br>Service Time: 08.30-17.30, Monday to Saturday.                                                                                                                                                   |
|                   | Vietnam   | Local No.: (08) 62615079<br>E-mail: support.vn@neffos.com<br>Service Time: Thứ 2 – Thứ 6: Giờ hành chính (8h30 – 12h ; 13h – 17h30);<br>Thứ 7: Buổi sáng (8h30 – 12h)                                                                                                                             |
| Americas          | Brazil    | Tel: Portuguese Service Only<br>4007-2172 (Capitais e regiões metropolitanas)<br>0800-608-9799 (Demais localidades)<br>11 2222-1245 (SP)<br>21 3180-0092 (RJ )<br>Service Time: Monday to Friday 9:00AM to 6:00PM, Saturday 9:00AM to 3:00PM.<br>E-mail: suporte.br@neffos.com (Dúvidas Técnicas) |
|                   | Mexico    | Local No.: +525 59 1388104<br>E-mail: support.mx@neffos.com<br>Service Time: 09:00AM to 5:30PM, Monday to Friday.                                                                                                                                                                                 |
|                   | Columbia  | Tel: +2542690 (For Bogota)<br>+018000 113646 (For other cities)<br>E-mail: support.co@tp-link.com<br>Service Time: 9:00 AM – 17:30 PM, Monday to Friday                                                                                                                                           |



# Appendix C: Explanation of the symbols on the product label

The meaning of symbols on the product label is explained below.

| Symbol                                                                            | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>RECYCLING</p> <p>This product bears the selective sorting symbol for Waste electrical and electronic equipment (WEEE). This means that this product must be handled pursuant to European directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment. User has the choice to give his product to a competent recycling organization or to the retailer when he buys a new electrical or electronic equipment.</p> |
|  | <p>To prevent possible hearing damage, do not listen at high volume levels for long periods.</p>                                                                                                                                                                                                                                                                                                                                                              |

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<http://www.neffos.com>

## FCC STATEMENT

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1) This device may not cause harmful interference.
- 2) This device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

## FCC RF Radiation Exposure Statement

The exposure recommendations for mobile phones use a measurement unit known as the Specific Absorption Rate (SAR). The SAR limit recommended by the ICNIRP for the mobile phones used by the general public is 1.6W/kg averaged over one gram of tissue by IEEE Std 1528 for the head. The highest SAR value for this model phone when tested was 0.807W/kg for head, 1.058W/kg for Body-worn and 1.058W/kg for hotspot.

For limiting the radio waves exposure, it is recommended to reduce the mobile phone call duration or to use a headset. The purpose of those precautions is to take the mobile phone away from the head and the body. For body worn operation, this phone has been tested and meets FCC RF exposure guidelines when used with an accessory that contains no metal and that positions the handset a minimum of 10mm from the body. For hotspot operation, the distance is 10mm. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.



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## Personal information and data security

The use of some functions or third-party applications on your device could result in your personal information and data being lost or becoming accessible to others. Several measures are recommended to help you protect personal and confidential information.

- Place your device in a safe area to prevent it from unauthorized use.
- Set your device screen to lock and create a password or unlock pattern to open it.

- Periodically back up personal information kept on your USIM card, memory card, or stored in your device memory. If you change to a different device, be sure to move or delete any personal information on your old device.
- If you are worried about viruses when you receive messages or emails from a stranger, you can delete them without opening them.
- If you use your device to browse the Internet, avoid websites that might pose a security risk to avoid theft of your personal information.
- If you use services such as Wi-Fi tether or Bluetooth, set passwords for these services to prevent unauthorized access. When these services are not in use, turn them off.
- Install or upgrade device security software and regularly scan for viruses.
- Be sure to obtain third-party applications from a legitimate source. Downloaded third-party applications should be scanned for viruses.
- Install security software or patches released by Neffos or third-party application providers.
- Some applications require and transmit location information. As a result, a third-party may be able to share your location information.
- Your device may provide detection and diagnostic information to third-party application providers. Third party vendors use this information to improve their products and services.
- If you have concerns about the security of your personal information and data, please contact support@neffos.com.

## Legal notice

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## Third-Party software statement

Neffos does not own the intellectual property of the third-party software and applications that are delivered with this product. Therefore, Neffos will not provide any warranty of any kind for third party software and applications. Neither will Neffos provide support to customers who use third-party software and applications, nor be responsible or liable for the functions or performance of third-party software and applications.

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This product is based on the open-source Android™ platform. Neffos has made necessary changes to the platform.

Therefore, this product may not support all the functions that are supported by the standard Android platform or may be incompatible with third-party software. Neffos does not provide any warranty or representation in connect with any such compatibility and expressly excludes all liability in connection with such matters.

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## Privacy policy

To better understand how we protect your personal information, please see the privacy policy at [www.neffos.com](http://www.neffos.com).

## Safety information

This section contains important information about the operation of your device. It also contains information about how to use the device safely. Read this information carefully before using your device.

## Electronic device

Do not use your device if using the device is prohibited. Do not use the device if doing so causes danger or interference with other electronic devices.

## Interference with medical equipment

- Follow rules and regulations set forth by hospitals and health care facilities. Do not use your device where prohibited.
- Some wireless devices may affect the performance of hearing aids or pacemakers. Consult your service provider for more information.
- Avoid using your device within a 15 cm range of a pacemaker if possible, as your device can interfere with the pacemaker. To minimize possible interference with a pacemaker, use your device only on the side of your body that is opposite the pacemaker.
- If you use medical equipment, contact the equipment manufacturer before using your device to determine whether or not the equipment will be affected by radio frequencies emitted by the device.
- Do not use your device near devices or apparatuses that emit radio frequencies, such as sound systems or radio towers. Radio frequencies may cause your device to malfunction.
- Do not use your device near devices or apparatuses that emit radio frequencies, such as sound systems or radio towers. Radio frequencies may cause your device to malfunction.
- Electronic devices in your car may malfunction, due to radio interference from your device. Contact the manufacturer for more information.

## Protecting your hearing when using a headset

-  To prevent possible hearing damage, do not listen at high volume levels for long periods.
- Using a headset at high volumes may damage your hearing. To reduce this risk, lower the headset volume to a safe and comfortable level.
- Exposure to high volumes while driving may cause distraction and increase your risk of an accident.
- Do not use a headset while driving or riding. Doing so may distract your attention and cause an accident, or may be illegal depending on your region.

## **Areas with flammables and explosives**

- Turn off your device in potentially explosive environments instead of removing the battery. Always comply with regulations, instructions and signs in potentially explosive environments.
- Do not use your device at refueling points (petrol stations), near fuels or chemicals, or in blasting areas.
- Do not store or carry flammable liquids, gases, or explosive materials in the same compartment as the device, its parts, or accessories.

## **Traffic security**

- Observe local laws and regulations while using the device. To reduce the risk of accidents, do not use your wireless device while driving.
- Concentrate on driving. Your first responsibility is to drive safely.
- Do not hold the device while driving. Use hands-free accessories.
- When you must make or answer a call, pull off the road safely and park the vehicle first.
- RF signals may affect the electronic systems of motor vehicles. For more information, consult the vehicle manufacturer.
- Do not place the device over the air bag or in the air bag deployment area in a motor vehicle. Doing so may hurt you because of the strong force when the air bag inflates.
- On an aircraft, using electronic devices can interfere with the aircraft's electronic navigational instruments. Make sure the device is turned off during takeoff and landing. After takeoff, you can use the device in flight mode if allowed by aircraft personnel.

## **Operating environment**

- Do not expose the device to heavy smoke or fumes. Doing so may damage the outside of the device or cause it to malfunction.
- Do not use or store your device in areas with high concentrations of dust or airborne materials. Dust or foreign materials can cause your device to malfunction and may result in fire or electric shock.
- Do not use your device during thunderstorms to protect your device against any danger caused by lightning.
- Avoid exposing your device and battery to very cold or very hot temperatures. Extreme temperatures can damage the device and reduce the charging capacity and life of your device and battery.
- Prevent the battery from coming into contact with metal objects, as this can create a connection between the + and – terminals of your battery and lead to temporary or permanent battery damage.
- Do not expose your device to direct sunlight (such as on a car dashboard) for prolonged periods.
- To protect your device or accessories from fire or electrical shock hazards, avoid rain and moisture.
- Keep the device away from sources of heat and fire, such as a heater, microwave oven, stove, water heater, radiator, or candle.
- Do not place sharp metal objects, such as pins, near the earpiece or speaker. The earpiece may attract these objects and result in injury.
- Prevent the multipurpose jack and the small end of the charger from contact with conductive materials, such as liquids, dust, metal powders, and pencil leads. Conductive materials may cause a short circuit or corrosion of the terminals, which may result in an explosion or fire.
- Stop using your device or applications for a while if the device is overheated. If skin is exposed to an overheated device for an extended period, low temperature burn symptoms, such as red spots and darker pigmentation, may occur.
- Do not touch the device's antenna. Otherwise, communication quality may be reduced.
- Do not allow children or pets to bite or suck the device or accessories. Doing so may result in damage or explosion.
- Observe local laws and regulations, and respect the privacy and legal rights of others.
- Do not use your device's camera flash directly in the eyes of people or pets. Otherwise temporary loss of vision or damage to the eyes may occur.
- While using your device, leave some lights on in the room and do not hold the screen too close to your eyes.

## **Child's safety**

- Comply with all precautions with regard to child's safety. Letting children play with the device or its accessories may be dangerous. The device includes detachable parts that may present a choking hazard. Keep away from children.

- The device and its accessories are not intended for use by children. Children should only use the device with adult supervision.

## **Accessories**

- Using an unapproved or incompatible power adapter, charger or battery may cause fire, explosion or other hazards.
- Use manufacturer-approved batteries, chargers, accessories, and supplies
- Using generic batteries or chargers may shorten the life of your device or cause the device to malfunction. They may also cause a fire or cause the battery to explode.
- TP-LINK cannot be responsible for the user's safety when using accessories or supplies that are not approved by TP-LINK.

## **Charger safety**

- For pluggable devices, the socket-outlet shall be installed near the devices and shall be easily accessible.
- Unplug the charger from electrical outlets and the device when not in use.
- Do not drop or cause an impact to the charger.
- Do not use damaged power cords or plugs, or loose electrical sockets. Unsecured connections can cause electric shock or fire.
- Never use a damaged charger or battery.
- Do not touch the device or the charger with wet hands. Doing so may lead to short circuits, malfunctions, or electric shocks.
- If your charger has been exposed to water, other liquids, or excessive moisture, take it to an authorized service center for inspection.
- Ensure that the charger meets the requirements of Clause 2.5 in IEC60950-1/EN60950-1 and has been tested and approved according to national or local standards.
- Connect the device only to products with the USB-IF logo or with USB-IF compliance program completion.
- Do not bend or damage the power cord. Doing so may cause electric shock or fire.
- Do not use your device while it is charging or touch your device with wet hands. Doing so may cause electric shock.
- Do not short-circuit the charger or the device. Doing so may cause electric shock or fire, or the battery may malfunction or explode.

## **Battery safety**

- Do not connect battery poles with conductors, such as keys, jewelry, or other metal materials. Doing so may short-circuit the battery and cause injuries or burns.
- Keep the battery away from excessive heat and direct sunlight. Do not place it on or in heating devices, such as microwave ovens, stoves, or radiators. Batteries may explode if overheated.
- Do not attempt to modify or remanufacture the battery, insert foreign objects into it, or immerse or expose it to water or other liquids. Doing so may lead to fire, explosion, or other hazards.
- If the battery leaks, ensure that the electrolyte does not make direct contact with your skins or eyes. If the electrolyte touches your skins or splashes into your eyes, immediately flush with clean water and consult a doctor.
- In case of battery deformation, color change, or overheating while charging or storing, immediately stop using the device and remove the battery. Continued use may lead to battery leakage, fire, or explosion.
- Do not put batteries in fire as they may explode. Damaged batteries may also explode.
- Dispose of used batteries in accordance with local regulations. Improper battery use may lead to fire, explosion, or other hazards.
- Do not bite or suck the device or the battery. Doing so may damage the device or result in an explosion or fire.
- Do not smash or pierce the battery, or expose it to high external pressure. Doing so may lead to a short circuit or overheating.
- Do not drop the device or battery. If the device or battery is dropped, especially on a hard surface, and may be damaged.

- If the device standby time shortens significantly, replace the battery.
- Do not handle a damaged or leaking Lithium Ion (Li-Ion) battery. For safe disposal of your Li-Ion battery, contact your nearest authorized service center.
- If you notice strange smells or sounds coming from your device or the battery, or if you see smoke or liquids leaking from the device or battery, stop using the device immediately and take it to a TP-LINK Service Centre. Failure to do so may result in fire or explosion.

### **CAUTION**

**RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.**

### **Cleaning and maintenance**

- Keep the device and accessories dry. Do not attempt to dry it with an external heat source, such as a microwave oven or hair dryer. Do not turn on your device if it is wet. If your device is already on, turn it off and remove the battery immediately (if the device will not turn off or you cannot remove the battery, leave it as-is). Then, dry the device with a towel and take it to a service center.
- Do not expose your device or accessories to extreme heat or cold. These environments may interfere with proper function and may lead to fire or explosion.
- Avoid collision, which may lead to device malfunctions, overheating, fire, or explosion.
- Before you clean or maintain the device, stop using it, stop all applications, and disconnect all cables connected to it.
- Do not use any chemical detergent, powder, or other chemical agents (such as alcohol and benzene) to clean the device or accessories. These substances may cause damage to parts or present a fire hazard. Use a clean, soft, and dry cloth to clean the device and accessories.
- Do not store your device near magnetic fields for extended periods of time. Your device may malfunction or the battery may discharge from exposure to magnetic fields. Magnetic stripe cards, including credit cards, phone cards, passbooks, and boarding passes, may be damaged by magnetic fields.
- Do not use your device with the back cover removed. The battery may fall out of the device, which may result in damage or malfunction.
- Do not dismantle or remanufacture the device and its accessories. This voids the warranty and releases the manufacturer from liability for damage. In case of damage, contact an authorized service center for assistance or repair.
- If the device screen is broken in a collision, immediately stop using the device. Do not touch or attempt to remove the broken parts. Promptly contact an authorized service center.
- Do not store your device with metal objects, such as coins, keys, and necklaces. Your device may be scratched or may malfunction. If the battery terminals come into contact with metal objects, this may cause a fire.

### **Emergency calls**

The availability of emergency calls is subject to your cellular network quality, service provider policy, and local laws and regulations. Never rely solely on your device for critical communications like medical emergencies.

### **Environmental protection**

- The device and its accessories (if included), such as the power adapter, headset, and battery should not be disposed of with household garbage.
- Disposal of the device and its accessories is subject to local regulations. Support proper collection and recycling.

### **Disposal and recycling information**



This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, batteries, headset, USB cable) should not be disposed of with other household waste.

To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.



Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

This product is RoHS compliant.

## **EU regulatory conformance.**

### **Body worn operation**

The device complies with RF specifications when used near your ear or at a distance of 5mm from your body. Ensure that the device accessories, such as a device case and device holster, are not composed of metal components. Keep the device away from your body to meet the distance requirement.

Certification information (SAR)

This device meets guidelines for exposure to radio waves. Your device is a low-power radio transmitter and receiver. As recommended by international guidelines, the device is designed not to exceed the limits for exposure to radio waves. These guidelines were developed by the International Commission on Non-Ionizing Radiation Protection (ICNIRP), an independent scientific organization, and include safety measures designed to ensure the safety of all users, regardless of age and health.

The Specific Absorption Rate (SAR) is the unit of measurement for the amount of radio frequency energy absorbed by the body when using a device. The SAR value is determined at the highest certified power level in laboratory conditions, but the actual SAR level during operation can be well below the value. This is because the device is designed to use the minimum power required to reach the network.

The SAR limit adopted by Europe is 2.0 W/kg averaged over 10 grams of tissue, and the highest SAR value for this device complies with this limit.

The highest SAR value reported for this device type when tested at the ear is 1.257 W/kg, and when properly worn on the body is 1.347 W/kg.

### **Operating Frequency(transmit power):**

Operating Frequency:

GSM900 : Tx 880~915, Rx 925~960 ,Power Class: Class 4

GSM1800 : Tx 1710~1785, Rx 1805~1880, Power Class: Class 1

WCDMA Band I: Tx 1920~1980, Rx 2110~2170, Power Class: Class 3

WCDMA Band VIII : Tx 880~915, Rx 925~960 , Power Class: Class 3

LTE Band 1: Tx 1920~1980, Rx 2110~2170, Power Class: Class 3

LTE Band 3: Tx 1710~1785, Rx 1805~1880, Power Class: Class 3

LTE Band 7: Tx 2500~2570, Rx 2620~2690, Power Class: Class 3

LTE Band8: Tx 880~915, Rx 925~960, Power Class: Class 3

LTE Band20: Tx 832~862, Rx 791~821, Power Class: Class 3

WLAN 802.11 a/b/g/n: 2412~2472, Rated Power 18.9dBm; 5180~5240 , Rated Power 15.2dBm; 5745~5825 , Rated Power 15.1dBm

Bluetooth: 2402~2480 ,Power Class: Class 1

Bluetooth(BLE): 2402~2480 ,Power Class: Class 2

### **Declaration of conformity:**

TP-Link hereby declares that the device is in compliance with the essential requirements and other relevant provisions of directives 2014/53/EU and 2011/65/EU.

The original EU declaration of conformity may be found at <http://www.neffos.com/en/ce>.

The following marking is included in the product:



This device may be operated in all member states of the EU. Observe national and local regulations where the device is used.

This device may be restricted for use, depending on the local network.

### **Restrictions or Requirements in following countries:**

Operations in the 5.15-5.25 GHz band are restricted to indoor usage only.

|    |    |    |    |    |    |    |    |
|----|----|----|----|----|----|----|----|
| AT | BE | BG | CH | CY | CZ | DE | DK |
| EE | EL | ES | FI | FR | HR | HU | IE |
| IS | IT | LI | LT | LU | LV | MT | NL |
| NO | PL | PT | RO | SE | SI | SK | UK |